

DEEPAK VATS

Associate Manager (Level 8) | Insurance Technology Delivery Lead | Guidewire ACE ClaimCenter BA
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PROFESSIONAL PROFILE

Insurance technology practitioner with 13+ years of experience across UK and US P&C markets, progressing from .NET developer and Guidewire developer lead to technical-functional BA and technical project manager. Experienced across Guidewire InsuranceSuite, London Market reporting, pricing/rating, integrations, IFRS 17, MI dashboards and data-led transformation. Leads blended onshore/offshore teams, owns budget and delivery governance, and applies AI-enabled BA practices using AI.

CORE SKILLS

- Insurance technology delivery leadership: P&C, London Market, Guidewire and IFRS 17
- Agile/SAFe technical project management: release trains, PI planning, RAID and governance
- Team leadership: 19-member onshore/offshore teams across technology and business
- Integration delivery: interface/xPath mapping, API/data flows, AWS exposure and defect triage
- Pricing/rating/reporting: pricing engines, Flash Reporting, reserving and Head Office reports
- Guidewire ACE ClaimCenter BA; PolicyCenter, ClaimCenter and BillingCenter exposure
- Budget ownership: finance reporting, resource planning, dependencies and leadership reporting
- Technical-functional BA: requirements, AS-IS/TO-BE, user stories and impact assessment
- Data transformation: IFRS 17, Power BI MI, lineage, reconciliation and SQL/ETL validation
- AI-enabled delivery: Copilot for user stories, test cases, validation reports and documentation

Industry exposure: Motor Insurance UK | Commercial Property UK | P&C US | London Market / Lloyd's | Guidewire Transformation | IFRS 17 / MI Reporting | Sapiens Transformation

CERTIFICATIONS

- Guidewire ACE – ClaimCenter Business Analyst, Palisade.
- Reinvention with Agentic AI, Accenture
- SAFe Agile Product Manager
- Guidewire Associate – InsuranceSuite, Palisade
- Certified Delivery Professional, Accenture

PROFESSIONAL EXPERIENCE

Technology Delivery Lead – IFRS 17 / MI and Head Office Reporting

Client: MS Amlin / MS&AD Holdings, UK | London Market Insurance | May 2022 – Present

- Lead technical delivery for IFRS 17 reporting, MI dashboards and Head Office reporting within a complex London Market insurance environment.
- Manage a 19-member blended delivery team: 11 onshore Accenture/client resources and 8 offshore resources across architecture, development, testing, actuarial, finance and business teams.
- Own delivery planning, budget management, finance reporting, resource planning, dependencies, risks, timelines and release governance.
- Established and led a quarterly release train, delivering 12 quarterly releases across reporting and data transformation workstreams.
- Led Agile/SAFe ceremonies including PI planning, sprint planning, backlog refinement, stand-ups, retrospectives, show-and-tell, release readiness and change request governance.
- Delivered four major workstreams: IEP IFRS 17 implementation, Triple HOP source implementation, Flash Reporting and atomised reserving Head Office reporting.
- Owned solution designs, data dictionaries, data lineage, attribute mapping and reconciliation strategy, using SQL/ETL validation to support reporting accuracy and production readiness.
- Led workshops with finance, reserving, actuarial, data, architecture, pricing, underwriting and claims stakeholders to align priorities and resolve delivery issues.
- Used Microsoft Copilot to accelerate BA outputs including draft user stories, test cases, validation reports and documentation.

EARLIER INSURANCE TRANSFORMATION EXPERIENCE

Lead Pricing Business Analyst – Pricing Model Implementation / RADAR by WTW

Client: QBE, UK | Commercial Insurance | Apr 2021 – Apr 2022

- Led business analysis for pricing model implementation, supporting integration of a new pricing engine into the existing application landscape.
- Worked with pricing, business and technology stakeholders to elicit requirements, clarify system behaviour and translate pricing needs into deliverable functional and technical requirements.
- Produced AS-IS/TO-BE flows and supported XPath/data mapping to enable reliable data exchange between pricing models and downstream systems.
- Bridged business, pricing and technical teams across requirement governance, issue resolution, testing support and implementation readiness.

Integration Lead – Guidewire Full Suite V9 Implementation, Telematics and AWS

Client: Direct Line Group, UK | Motor Insurance | 2018 – 2021

- Led PolicyCenter and integration requirements for a full-suite Guidewire V9 implementation across a major UK motor insurance transformation programme.
- Managed cross-functional delivery across Guidewire, integration, business and technology teams to support stable interfaces and end-to-end system flows.
- Drove integration design, mapping and defect resolution across internal systems, external partners, telematics interfaces and digital portal integrations.
- Supported implementation and debugging of integration-related user stories and defects across documents, payments, pricing and ClaimCenter integrations.

- Supported AWS-enabled integration activities, ensuring interface stability, data flow reliability and release readiness across delivery cycles.

Developer / Developer Lead – P&C Insurance Transformation

Client: Progressive Insurance, US | Personal Auto / Commercial Auto | 2013 – 2018

- Progressed from .NET developer to developer lead within a large-scale P&C insurance transformation across personal auto and commercial auto lines of business.
- Delivered core insurance application development, building hands-on expertise in system design, development, debugging and production support.
- Supported transition from .NET application delivery to Guidewire PolicyCenter implementation, contributing to configuration, integration requirements and functional delivery.
- Translated business requirements into system functionality and development tasks, acting as a bridge between business needs and technical implementation.
- Trained and supported team members on Guidewire delivery concepts, strengthening early team capability during Guidewire implementation.

TOOLS & PLATFORMS

Delivery & collaboration: JIRA | Confluence | TFS | SharePoint | ServiceNow | Project Online | Timesheets

Data & reporting: Power BI | SQL | ETL/database validation | data dictionaries | lineage | reconciliation

Technology & AI: Guidewire v9 | .NET | AWS | Microsoft Copilot | Sapiens | MuleSoft | Google Cloud