



## **Aspen Insurance Selects Guidewire Solution for Management of Global Insurance Claims**

November 16, 2011

**Guidewire ClaimCenter® to provide state-of-the-art claims platform to support Aspen's global insurance business**

LONDON and SAN MATEO, Calif., November 16, 2011:

Guidewire Software®, a provider of core system software to Property/Casualty (general) insurers, today announced that Aspen Insurance, a division of Aspen Insurance Holdings Ltd, has selected Guidewire ClaimCenter® as the claims management platform for its global insurance business.

As a specialty insurer, Aspen Insurance particularly values the flexibility and configurability of Guidewire ClaimCenter® together with the automation of some of the claims management process. These features will enable Aspen Insurance to offer an enhanced service and better meet the requirements of Aspen Insurance's diverse global business.

ClaimCenter will enable Aspen Insurance to:

- Leverage claims handling best practices across its business for consistent, professional claims service;
- More readily respond to changing regulatory and reporting requirements;
- Straight-through-process simple claims, freeing staff to focus on more higher value, complex claims;
- Automatically trigger workflow actions directly from Xchanging messages; and
- Better serve policyholders with Electronic Claim Files serving as easily accessed central repositories for all claims related data.

"Aspen Insurance prides itself on providing innovative and customized solutions to complex risks," said Jeff Proudfoot, Managing Director, EMEA, Guidewire Software. "We are pleased that they selected ClaimCenter as the platform to help them best serve their policyholders. We look forward to working with Aspen Insurance as they gain the capabilities to transform their claims business."

"We are excited about the possibilities ClaimCenter offers for our business," said Lisa Gibbard, Group Head of IT, Aspen Insurance Holdings Ltd. "Having a single claims management platform to support our global book of insurance business is a significant development for us. We believe that ClaimCenter will enable us to capture data better and allow for process efficiency and enhanced consistency across our insurance lines, thereby allowing us to offer the highest quality services to our clients."

"We believe that ClaimCenter is the ideal system to support our expert team of adjusters in providing prompt, efficient, and professional claims service," said Alan Burtonshaw, Head of Claims, for Aspen Insurance. "We worked with Guidewire's Value Consulting Group and utilized the Guidewire Wedge Business Case™ methodology to determine the impact a new claims management system could have on our business, which was compelling."

Guidewire ClaimCenter® is a leading end-to-end claims management system, built from the ground up to meet the specific needs of today's Property/Casualty insurers. ClaimCenter's flexible business rules enable claims organizations to define, enforce, and continually refine their preferred claim handling practices in order to optimize and monitor their claim processes. ClaimCenter is in use by insurers of all sizes across all product lines to improve speed and accuracy, reduce loss adjustment expense, and enable proactive management of claims. ClaimCenter is available as a standalone system or as part of Guidewire InsuranceSuite™, and can be integrated to an insurer's legacy systems or third party applications.

### **About Aspen Insurance Holdings Limited**

Aspen provides reinsurance and insurance coverage to clients in various domestic and global markets through wholly-owned subsidiaries and offices in Bermuda, France, Ireland, Singapore, the United States, the United Kingdom, Switzerland and Germany. For the year ended December 31, 2010, Aspen reported gross written premiums of \$2,076.8 million, net income of \$312.7 million and total assets of \$8.8 billion. Its operating subsidiaries have been assigned a rating of "A" ("Strong") by Standard & Poor's, an "A" ("Excellent") by A.M. Best and an "A2" ("Good") by Moody's Investors Service. For more information about Aspen, please visit [www.aspen.co](http://www.aspen.co).

### **About Guidewire Software**

Guidewire Software is a provider of core system software to the global Property/Casualty (general) insurance industry. Designed to be flexible and scalable, Guidewire solutions give insurers the capability to deliver excellent service, increase market share and lower operating costs. Guidewire InsuranceSuite™, consisting of Guidewire PolicyCenter®, Guidewire ClaimCenter® and Guidewire BillingCenter® spans the key functional areas in insurance – underwriting and policy administration, claims management, and billing. Guidewire is headquartered in San Mateo, California, with offices in Beijing, Dublin, Hong Kong, London, Munich, Paris, Sydney, Tokyo, and Toronto. For more information, please visit [www.guidewire.com](http://www.guidewire.com).