



## **Zurich Japan Deploys Guidewire Software for Claims Management in Japan**

February 16, 2010

**Guidewire ClaimCenter enables Zurich Japan to provide more visibility to customers throughout the claims handling process resulting in improved service**

SAN MATEO, Calif., February 16, 2010:

Guidewire Software®, a leading provider of flexible core systems to property/casualty (general) insurers, today announced that Zurich Insurance Company Ltd, Japan Branch (Zurich Japan), the leading foreign general insurer in Japan, has successfully implemented Guidewire ClaimCenter®. The new end-to-end claims management system, which Zurich Japan refers to as 'Z-Trust', is now processing the company's auto and motorcycle claims. Additional branches will be brought online with full deployment expected March 2010. 'Z-Trust' will then be extended to other lines of business in additional phases.

In April 2009, Zurich Japan selected Guidewire ClaimCenter as its new technology solution and engaged Ernst & Young LLP to help with the implementation. Ernst & Young brought local and offshore professionals with the requisite advisory and implementation skills to the project team, and worked closely with Guidewire and Zurich resources to deliver the project to Zurich's specifications.

"Guidewire's technology is enabling us to provide our customers with the high quality service and care that is at the heart of our corporate philosophy," said Amanda Curley, Chief Information Officer, Zurich Japan. "Our claims handlers have a state-of-the-art system to work with and we are better equipped to respond to rapidly changing industry regulations and business needs."

Guidewire ClaimCenter is now enabling Zurich Japan to:

- Provide more reassurance to its customers throughout the claims handling process including the ability for customers to self-check claim status online;
- Realize faster claims settlement timeframes for better customer service;
- Respond to customer inquiries in a timely fashion with electronic claim files and centrally managed claim data;
- Become an environmentally-friendly paperless claims organization.

"We congratulate Zurich Japan on this successful implementation," said Ian Tavener, vice president, Asia Pacific Operations, Guidewire Software. "It was a great team effort and now Zurich Japan has the claims handling platform it needs to help it deliver the highest quality service to its customers for many years to come."

Guidewire ClaimCenter is a leading end-to-end claims system for property/casualty (general) insurance. ClaimCenter's flexible business rules enable claims organizations to optimize and monitor the claim process. Claims executives can define, enforce, and continually refine their preferred claim handling practices. In addition, ClaimCenter uses a modern technology architecture, including a 100% Web client and Web services interface, which enables lower total cost of ownership in any environment.

### **About Zurich Financial Services Group**

Zurich Financial Services Group (Zurich) is an insurance-based financial services provider with a global network of subsidiaries and offices in North America and Europe as well as in Asia Pacific, Latin America and other markets. Founded in 1872, the Group is headquartered in Zurich, Switzerland. It employs approximately 60,000 people serving customers in more than 170 countries. For more information, please visit [www.zurich.com](http://www.zurich.com) and [www.zurich.co.jp](http://www.zurich.co.jp).

### **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).