



Auto-Owners Insurance Group Selects Guidewire Solution for Claims Management

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A recognized leader in claims customer service, Auto-Owners selects Guidewire ClaimCenter® to take business and service performance to new levels

LANSING, Mich. & SAN MATEO, Calif.--(BUSINESS WIRE)--Jan. 26, 2012-- Auto-Owners Insurance Company (Auto-Owners), a leading U.S. property/casualty (P/C) insurer, and Guidewire Software, Inc. (NYSE: GWRE), a provider of core system software to P/C insurers, today announced that Auto-Owners has selected Guidewire ClaimCenter® as its new claims management system. The company will implement ClaimCenter to support the management of its commercial and personal lines claims.

In its drive to bring high quality products to market, maintain a competitive edge, and continue providing high levels of service to its independent agency partners and policyholders, Auto-Owners decided it needed to replace its legacy claims systems. After conducting in-depth research and system evaluations, Auto-Owners selected ClaimCenter.

"Guidewire's track record of successful implementations was a very important factor in our selection decision," said Bob Buchanan, senior vice president, IT, Auto-Owners. "We realized if we could license a packaged solution that we could easily configure to meet our unique needs, we would be in production much quicker than if we were to build such a system in-house or with the various tools available on the market. We feel that ClaimCenter is an excellent solution to help us meet both our IT and business goals."

"ClaimCenter is expected to complement our service efforts and apply increased technology to streamline our processes, allowing associates to focus on serving our customers and agents," said Jim Walsh, vice president, Claims, Auto-Owners. "We expect to gain better insight into our operations and ensure that we are identifying best practices for optimal performance results."

Guidewire ClaimCenter will enable Auto-Owners to:

- Deliver improvements to its business processes with its independent agency partners;
- Enhance loss reporting and incorporate technology in response to increasing mobile technology demands;
- Provide its staff with a more comprehensive view of claims and enhance management visibility into claim status and performance metrics; and
- Increase operational efficiency through automation across claims processes, freeing claim representatives to focus on high value tasks.

"We appreciate Auto-Owners' dedication to its policyholders and agents and its ongoing desire to improve service to them," said Marcus Ryu, chief executive officer, Guidewire Software. "We are proud that ClaimCenter and Guidewire have won their vote of confidence, and we look forward to helping them achieve claims implementation success."

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 P/C 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 the Guidewire InsuranceSuite™, and can be integrated to an insurer's legacy systems or third party applications.

About Auto-Owners Insurance Group

Auto-Owners Insurance is a Fortune 500 company and is the 16th largest property/casualty insurance company in the nation, based on written premium. Auto-Owners Insurance Group is one of only nine groups of insurance companies in the United States to receive the highest rating possible, A++ Superior, by A.M. Best, which is a nationally recognized rating agency for insurance companies. Auto-Owners has received the J.D. Power and Associates award for the "Highest in Customer Satisfaction with the Auto Insurance Claims Experience," four years in a row, for 2008-2011. Auto-Owners is headquartered in Lansing, Michigan, and serves policyholders in 26 states. The company is represented by more than 37,000 independent agents in over 6,300 agencies and provides claims service through 80 claims offices.

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.

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