GUIDEWIRE

Direct Line Italy Selects Guidewire Solution for Claims Management

February 16, 2012

Guidewire ClaimCenter® to help Italian auto insurer continue to achieve customer service excellence and efficiently manage future business growth

MILAN & SAN MATEO, Calif.--(BUSINESS WIRE)--Feb. 16, 2012-- Direct Line Italy, the largest direct auto insurer in Italy, and Guidewire Software (NYSE: GWRE), a provider of core system software to general (Property/Casualty) insurers, today announced that Direct Line Italy has selected Guidewire ClaimCenter® as its new claims management system to support the company's continuous growth and maintain customer satisfaction as its highest priority.

Direct Line has grown its Italian presence to more than 900,000 customers since its services first became available in Italy in 2002. The company sought a claims system that could align with its changing business needs and core values that include excellence, enthusiasm and transparency for a single purpose: customer satisfaction. Direct Line Italy selected Guidewire ClaimCenter as the best fit to meet its operational and customer service needs.

"We selected Guidewire ClaimCenter to help us manage our business growth in the coming years, and we believe that it will help us do that effectively," said Jamie Brown, Chief Executive Officer, Direct Line Italy. "ClaimCenter will enable us to extend our capabilities to support growth, give us new opportunities for operational efficiency, and will enable us to continue providing excellent customer service."

"Direct Line has consistently been a top performer in terms of settling customer claims quickly and recently won the Italian award for Best Customer Satisfaction," said Leonardo Martinelli, Director of Claims, Direct Line Italy. "ClaimCenter will help Direct Line continue to maintain its high-levels of customer service, improving the efficiency of claims handling operations as well as the quality of customer communications."

"ClaimCenter is built on a modern technology platform and is fully compliant with our IT architecture and standards. It is capable of easily integrating with our other applications and services through several types of interfaces," said Farhad Sabzevari, Director of Information Technology, Direct Line Italy. "With ClaimCenter, we are taking a significant step on our IT roadmap with regards to reviewing and modernizing our suite of applications."

"Guidewire's track record of global project successes and the proven functionality of ClaimCenter make a solid foundation with which Direct Line Italy can meet its evolving business needs," said Pascal Galassi, Southern Europe Sales Director, Guidewire. "We are excited to bring these capabilities to Direct Line and the Italian market."

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

About Direct Line

Started in 1985, Direct Line became the first UK insurance company to use the telephone as its main channel of communication. It provides motor, home, travel and pet insurance cover direct to customers by phone or on-line. Direct Line is part of RBS Insurance, the number one car and home insurer in the UK and is wholly owned by the Royal Bank of Scotland Group. In Italy, Direct Line is the number one direct insurance company in motor business.

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.

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, Guidewire BillingCenter, Guidewire InsuranceSuite, Deliver Insurance Your Way, and the Guidewire logo are trademarks or registered trademarks of Guidewire Software, Inc.

Source: Guidewire Software, Inc.

Guidewire Software, Inc.
Diana Stott
Public Relations Manager
+1 (650) 356 4941
dstott@guidewire.com