RLI Selects Guidewire Solution for Claims Management

February 21, 2012

Guidewire ClaimCenter® to support specialty insurer's goal of increasing efficiency and reducing costs.

SAN MATEO, Calif.--(BUSINESS WIRE)--Feb. 21, 2012-- Guidewire Software, Inc. (NYSE: GWRE), a provider of core system software to Property/Casualty insurers, today announced that RLI Corp., a specialty property and casualty insurance company, has selected Guidewire ClaimCenter® as its new claims management system. RLI will implement ClaimCenter to support the management of its commercial and personal lines throughout all 50 United States. Guidewire Services and Guidewire PartnerConnect™ affiliate member HCL Technologies will assist with the implementation project, working closely with RLI.

RLI needed to transition to a claim system that would help increase its claims management efficiency while also supporting business changes and growth. RLI required a claims system that could handle all current and new lines of business, reduce the cost of ownership, and improve visibility into claims handling operations. After evaluating multiple systems, RLI determined that ClaimCenter provided the flexibility and functionality to meet its needs.

"Throughout our search for a new claims system, we were principally guided by the need to get better insight on loss data and to further automate our claims process. ClaimCenter provides an attractive combination of usability and long-term flexibility to keep up with business demands," said Murali Natarajan, RLI Vice President, Information Technology.

"We selected ClaimCenter as the best claim system among the available options. Our goal throughout the current planning and development phase is to design a system which will increase both productivity and data acquisition, reduce internal and external costs, and position the RLI Claim Department for future business needs," said Don Driscoll, RLI Vice President, Claims.

Guidewire ClaimCenter will enable RLI to:

- Enhance claim handling and workflow capabilities;
- Provide better insight into financial and operational data;
- Quickly respond to changing business and customer needs;
- Streamline the claims management process making claim data easier to capture and access; and
- Enhance management visibility into claim status and performance metrics.

"We are confident that ClaimCenter will help RLI achieve innovation in claims management," said Marcus Ryu, chief executive officer, Guidewire Software. "RLI gains the foundation to increase its operational efficiencies, adapt to changing business needs and to continuously improve its business."

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 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, +1 (650) 356 4941
Public Relations Manager
dstott@guidewire.com