



## The Dominion Selects Guidewire Solution for Billing Management

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*Guidewire BillingCenter® to help large Canadian property/casualty insurer extend its customer service offering and streamline its operational processes*

ONTARIO, Canada & SAN MATEO, Calif.--(BUSINESS WIRE)--Mar. 14, 2012-- The Dominion of Canada General Insurance Company ("The Dominion"), one of Canada's largest property/casualty (P/C) insurers, and Guidewire Software, Inc. (NYSE: GWRE), a provider of core system software to P/C insurers, today announced that The Dominion has selected Guidewire BillingCenter® as its new billing management system. BillingCenter will help The Dominion handle both direct and broker bill. The company has been in production with Guidewire ClaimCenter® since 2007.

The Dominion decided it needed to look for a new billing management system as part of a larger company-wide technology migration. The company sought one cohesive billing system that could easily integrate to its other systems. After conducting an in-depth search, The Dominion selected Guidewire BillingCenter due to the flexibility and scalability of the system and its prior experience working with Guidewire.

"We are always looking for ways to assist our employees in working as efficiently as possible. We need a system that automates the more transactional steps of the billing process allowing our people to focus on higher-value tasks," said Tracy Missen, vice president, Finance, The Dominion.

"We really liked Guidewire's design approach as it allows us to have better control over our destiny," said Greg Hillier, vice president, Application Delivery, The Dominion. "We can make system changes ourselves and when we ultimately take system upgrades it will be easier for us given BillingCenter's robust and highly configurable architecture."

"The Dominion looks to empower brokers and policyholders as much as possible," said Steve Whitelaw, senior vice president, business solutions, The Dominion. "BillingCenter will allow us to offer options to our policyholders; options that suit how they prefer to interact with us whether through their broker, online or via smart phone."

Guidewire BillingCenter will enable The Dominion to:

- Tailor payment practices and methods to customer preferences including providing support for mobile device and interactive voice response (IVR) systems;
- Make more informed business decisions due to the quality and accuracy of system data;
- Reduce system maintenance costs and centralize support by eliminating multiple legacy billing systems; and
- Readily make system changes to meet changing business and technical requirements.

"We are honored that The Dominion has selected Guidewire to help them with their billing management transformation," said Marcus Ryu, chief executive officer, Guidewire Software. "We appreciate how dedicated The Dominion is to meeting their customers' current and future needs, and we are looking forward to continuing our work with them."

Guidewire BillingCenter is a comprehensive billing and receivables management system built on the core design principles of automation, control and flexibility. BillingCenter allows you to deliver insurance your way by making it easier to automate the billing lifecycle; design flexible billing, payment and delinquency plans; manage agent commissions; and enable rapid integration with external payment systems. BillingCenter is available as a standalone system or as part of Guidewire InsuranceSuite™, and can be integrated to a general (Property/Casualty) insurer's legacy systems or third party applications.

### About The Dominion

Canadian owned and operated since 1887, today The Dominion is one of Canada's largest property and casualty insurers. The Dominion takes pride in providing Canadians with confidence that the cars, homes and businesses they value are protected. A fierce advocate for consumer interests, The Dominion is committed to making sure the insurance system works best for consumers. The Dominion strongly believes consumers should have access to independent, professional advisors, who provide advocacy and choice, which is why they distribute their products exclusively through independent brokers. The Dominion's priority is to earn and maintain the trust and loyalty of policyholders, employees and business partners. Visit [thedominion.ca](http://thedominion.ca).

### 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).

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