



## Westfield Insurance Selects Guidewire Solution for Claims Management

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***Guidewire ClaimCenter(R) to help ensure continued quality customer service, increase operational efficiencies, and prepare Westfield for business growth***

WESTFIELD CENTER, Ohio & SAN MATEO, Calif., Apr 26, 2012 (BUSINESS WIRE) --Westfield Insurance, a provider of personal and commercial insurance, and Guidewire Software, Inc. (NYSE: GWRE), a provider of core system software to Property/Casualty insurers, today announced that Westfield Insurance has selected Guidewire ClaimCenter(R) as its new claims management system. Westfield will implement ClaimCenter to support the management of its commercial, personal and workers' compensation lines throughout the 21 states in which it operates.

Customer service is a priority for Westfield Insurance, and the company needed a new claims system that could satisfy the changing expectations of its customer base and provide a sustainable, positive customer experience. Westfield Insurance looked for a system that would help support its growing commercial business, create operational efficiencies through the consolidation of disparate systems, and address the need for higher quality data in its pursuit of improved analytics. Westfield Insurance selected Guidewire ClaimCenter as the system that best met its requirements.

"We selected Guidewire based on its successful implementations at insurance carriers similar to us in terms of size and business focus," said Rob Bowers, claims strategy leader, Westfield Insurance. "ClaimCenter is the proven solution to give us the flexibility we need to meet our current and future strategic objectives."

ClaimCenter will enable Westfield Insurance to:

- Improve the quality of service provided to policyholders and staff;
- Collect and utilize claims data for organizational analytics;
- Create consistency and operational efficiency through the establishment of common claims handling processes across its organization; and
- Keep pace with market changes and business growth through system flexibility and upgradeability.

"We are honored that Westfield Insurance has selected Guidewire as its claims transformation partner," said Steve Sherry, vice president, The Americas, Guidewire Software. "We recognize that Westfield Insurance is already well known for its customer service and claims handling practices. The addition of ClaimCenter will help further extend the company's reputation for overall claims leadership."

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 insurers to refine claim handling practices in order to optimize and monitor claim processes. ClaimCenter is used by insurers of all sizes across all product lines to improve speed and accuracy, reduce loss adjustment expense, and enable proactive claims management. ClaimCenter is available as a standalone system or as part of Guidewire InsuranceSuite(TM), and can be integrated into an insurer's legacy systems or third party applications.

### About Westfield Insurance

In business for more than 164 years, Westfield Insurance provides commercial and personal insurance in 21 active states, and surety services to customers in 31 states. Westfield is one of the nation's 50 largest property and casualty insurance groups, represented by a network of over 1,100 independent insurance agencies. Westfield Bank provides banking solutions for businesses and individuals, and Westfield Services provides service and training support for independent insurance agencies. Learn more about Westfield Insurance at [www.westfieldinsurance.com](http://www.westfieldinsurance.com).

### About Guidewire Software

Guidewire Software is a provider of core system software to the global general (Property/Casualty) 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(TM), consisting of Guidewire PolicyCenter(R), Guidewire ClaimCenter(R) and Guidewire BillingCenter(R) 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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