



## Mitsui Direct Selects Guidewire ClaimCenter for Claims Management

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*Mitsui Direct aims to further enhance the quality of their customer services and system productivity*

TOKYO & SAN MATEO, Calif.--(BUSINESS WIRE)--May. 7, 2012-- Guidewire Software, Inc. (NYSE: GWRE), a provider of core system software to General (property/casualty) insurers, today announced that Mitsui Direct General Insurance Company, Limited (Mitsui Direct), a major Japanese direct general insurance company, has selected Guidewire ClaimCenter® as its new claims management system. By using ClaimCenter, Mitsui Direct aims to further enhance the quality of its customer service, make significant reductions in system costs, and improve productivity. In addition to a dedicated Guidewire team, the implementation project will also receive development support from Nomura Research Institute, Ltd., and NEC Corporation.

The general insurance industry environment has experienced great changes in recent years, and new companies entering the market have intensified competition. Against this backdrop, Mitsui Direct decided that they needed to replace their existing claims management system in order to enable them to deliver more cost effective insurance services of enhanced quality. After conducting careful research and comparing several available systems, Mitsui Direct selected Guidewire ClaimCenter.

ClaimCenter will enable Mitsui Direct to:

- Easily customize the system and improve workflow processes in order to address changing market needs and conditions;
- Respond more directly to customer expectations due to the future linkage of Mitsui Direct's Internet service, "My Homepage" with ClaimCenter's database;
- Make significant reductions in system maintenance costs; and
- Realize environmentally conscious paperless work processes.

"In keeping with our corporate philosophy and focus on customer security, we have vowed to make improvements throughout our entire business. Updating our claims management system is part of this initiative," said Noboru Sasayama, general manager, IT Planning Department, Mitsui Direct. "With the selection of ClaimCenter, we have prioritized system flexibility and the reduction of operational costs. ClaimCenter allows us to achieve these goals, and we are confident that, with ClaimCenter, we will be able to improve both the quality and levels of customer service we can provide."

"We are very pleased that one of Japan's largest direct general insurers, Mitsui Direct, has selected Guidewire ClaimCenter," said Ian Tavenor, vice president, Asia Pacific, Guidewire Software. "The knowledge and experience we have gained from our track record of successful implementations at insurance companies around the world, have been incorporated into ClaimCenter to benefit our customers. We look forward to supporting Mitsui Direct in their efforts to further improve their customer service offerings and in the reduction of operational costs."

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

### About Mitsui Direct

Mitsui Direct General Insurance Company is one of the leading direct insurance companies underwriting Personal Automotive and Medical Insurance by Internet or phone. Mitsui Direct started business in June 2000, and currently manages approximately 860,000 insurance policies. Part of the MS&AD Insurance Group, Mitsui Direct is pursuing a unique direct insurance business model, offering advanced, high-quality insurance services, and professional, sympathetic accident services. For more information, please visit [www.mitsui-direct.co.jp/](http://www.mitsui-direct.co.jp/).

### 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 Tokyo, Beijing, Hong Kong, Dublin, London, Munich, Paris, Sydney, and Toronto. For more information, please visit [www.guidewire.com](http://www.guidewire.com).

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