



Guidewire's Claims Solution Wins Top Honors in 2012 Rave Awards

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FOSTER CITY, Calif.--(BUSINESS WIRE)--Jul. 18, 2012-- Guidewire Software, Inc. (NYSE:GWRE), a provider of flexible core system software to Property/Casualty insurers, today announced that Guidewire ClaimCenter®, its market leading end-to-end claims management system, won the 2012 RAVE Award in the [Claims](#) category. This is the fifth consecutive year that ClaimCenter has received recognition from *Tech Decisions* magazine.

The RAVE Awards are presented by *Tech Decisions* magazine and industry research and advisory firm Novarica and are designed to recognize outstanding software and IT service providers based on user responses to an online survey using Novarica's Average Customer Experience (ACE) ranking methodology. Insurance executives were asked to rank their degree of agreement or disagreement with 35 statements across five specific areas: staff, organization, functionality, technology, and overall satisfaction. ACE Rankings are intended to provide an objective measurement of customer satisfaction levels across a wide range of areas providing a transparent picture of how well a solution or provider meets its users' needs. More information about the RAVE Awards 2012 can be found on guidewire.com.

"The RAVE Awards are a valuable tool for solution providers as they provide honest input on what carriers like and don't like about their solution partners," said James Daggett, publisher, *Tech Decisions*. "We have learned from software companies and insurance carriers that technology solutions involve a true partnership."

"The RAVE Awards recognize solutions whose current customers are enthusiastic about the value these solutions have brought to their organization," said Matthew Josefowicz, partner and managing director, Novarica and lead researcher, Novarica ACE Rankings. "And since the creation of business value is the first and foremost goal of any technology investment, we congratulate Guidewire Software on its RAVE Award win."

"Guidewire is honored to receive a RAVE Award for ClaimCenter based on input from our customers," said Brian Desmond, vice president, Marketing, Guidewire Software. "Customer satisfaction and implementation success are top priorities for us, and the more than 100 Guidewire implementations that are live in production exemplify our efforts in these areas. We are grateful to all of our customers and would like to especially thank those that took the time to participate in the ACE Ranking survey."

Guidewire ClaimCenter is a leading end-to-end claims management system, built from the ground up to meet the specific needs of today's P&C 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 Novarica

Novarica provides information, insights, and perspective on markets, operations, and technology to financial services and insurance executives. The company delivers its service through published research, retained advisory services, and project-based consulting. Novarica's research includes market and trend analyses, best practices research, case studies, and independent analyses of insurance software vendors. Novarica draws its knowledge from the personal experience of its principals, the ongoing information-gathering initiatives of dedicated research staff, and regular communication with insurer executives through informal networks and through the Novarica Insurance Technology Research Council, a community of more than 300 insurer CIOs and senior executives. For more information, please visit www.novarica.com.

About Tech Decisions

Tech Decisions, published by Summit Business Media, guides top-level insurance technology and business professionals in managing their companies' systems on a day-to-day basis and informs their decision-making for the future. Tech Decisions helps readers leverage time-tested as well as leading-edge technology products, systems, and strategies—and in making the best decisions to fulfill the business and profitability needs of today's insurance and financial services marketplace. For more information, visit www.propertycasualty360.com.

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.

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