



Frank Cowan Company Selects Guidewire Solution for Claims Management

August 10, 2012

Guidewire ClaimCenter to support specialty insurer's goal of increasing effectiveness and efficiency of claims payments

FOSTER CITY, Calif.--(BUSINESS WIRE)--Aug. 10, 2012-- Frank Cowan Company, a Canadian specialty insurer, and Guidewire Software, Inc. (NYSE:GWRE), a provider of flexible core system software to Property/Casualty (P/C) insurers, today announced that Frank Cowan Company has selected Guidewire ClaimCenter® as its new claims management system.

As part of a broader initiative to enhance the services offered to its client and independent broker partners and process claims faster and more efficiently, Frank Cowan Company decided it needed to modernize its claims system.

"Claims management is complex. Having immediate access to more advanced tracking and reporting tools will assist Frank Cowan Company in proactively moving claims to resolution resulting in enhanced customer service," explains Derek Sarluis, Vice President, Claims, Frank Cowan Company. "Improved visibility into our claims handling operations will also enable us to better flag and act on the early warning signs that indicate when a claim may be veering from an acceptable resolution path."

"We selected Guidewire as our technology partner for this project because we believe Guidewire ClaimCenter is the best-in-class claims management offering in the property and casualty insurance industry," said Patrick Vice, Director, Information Technology, Frank Cowan Company. "In addition, we appreciate that ClaimCenter will easily integrate with other applications we use."

Guidewire ClaimCenter will enable Frank Cowan Company to:

- Reduce claims cycle times to ensure faster, more efficient customer service, and reduce the impact of claims on clients;
- Improve data analytics and reporting capabilities; and
- Readily make system changes to meet changing business and technical requirements.

"We are pleased to welcome Frank Cowan Company to the Guidewire family as a ClaimCenter customer," said Steve Sherry, Vice President, The Americas, Guidewire Software. "We admire their focus on enhancing the quality of service for their client and independent broker partners, and we look forward to working with them on their claims transformation project."

About Frank Cowan Company

Frank Cowan Company is a Canadian leader in providing specialized insurance programs, including risk management and claims services for municipalities and public service, healthcare, education, community, children's and social service organizations across Canada. Proven industry knowledge, gained through over 85 years of partnering with insurance companies and independent brokers, gives Frank Cowan Company the ability to effectively manage the necessary risk, advisory and claims services for both standard and complex issues. Frank Cowan Company's head office is located in Princeton, Ontario with a branch office in Cambridge, Ontario. Clients and broker partners receive support out of both locations. For additional information about Frank Cowan Company, visit www.frankcowan.com.

About Guidewire Software

Guidewire Software is a provider of core system software to the global Property/Casualty (general) insurance industry. Our solutions serve as the transactional systems-of-record for, and enable the key functions of, a Property/Casualty insurance carrier's business: underwriting and policy administration, claims management and billing. Designed to be flexible and scalable, Guidewire solutions give insurers the capability to increase market share – while lowering 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 Foster City, 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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