



CAA Insurance Company Deploys Guidewire for Rating, Underwriting, Policy Administration, Billing, and Claims Management

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Canadian auto and property insurer now in production with Guidewire InsuranceSuite™ - following an on-time and in-budget project

ONTARIO, Canada & FOSTER CITY, Calif.--(BUSINESS WIRE)--Dec. 21, 2012-- CAA Insurance (Ontario), a provider of auto and property insurance to clients in Ontario and the Maritimes, and Guidewire Software, Inc. (NYSE: GWRE), a provider of flexible core system software to Property/Casualty insurers, today announced that CAA Insurance has successfully implemented Guidewire InsuranceSuite™ as its new platform for rating, underwriting and policy administration, claims management, and billing.

CAA Insurance selected InsuranceSuite to modernize its systems and increase its business agility to ultimately enhance the experience of its members and agents. Following the conclusion of a 14-month implementation project in which all InsuranceSuite systems were completed in parallel, including many external integrations, CAA Insurance is now in production with InsuranceSuite for both their personal lines of business, which include auto and property. As of December 1st, CAA Insurance's main call center in Thornhill, Ontario and its 40 retail locations, located in four provinces, are all live on InsuranceSuite.

"The success of the project depended on the full and seamless collaboration and teamwork between CAA and Guidewire," said Matthew Turack, Vice President of Insurance for CAA South Central Ontario. "An implementation of this size, done in this amount of time, needed to adopt a full Agile methodology to be successful. Our people stepped up and found a great partner and mentor in Guidewire every step of the way."

InsuranceSuite is enabling CAA to:

- Perform advanced underwriting;
- Increase analytical capabilities;
- Improve service levels for members, agents and associates due to enhanced system functionality and operational efficiencies;
- Improve the agility needed to expand and adjust its product portfolio;
- More easily integrate with third party applications and processes due to increased flexibility; and
- Enjoy a modern technology platform designed to grow and evolve with its business.

"The feedback from our end-users has been that Guidewire InsuranceSuite is easy to use and that they really enjoy the experience of interacting with the system," said James Vezina, Manager, Business Solutions for CAA Insurance. "More importantly, users also felt that InsuranceSuite is already enhancing member value, as it allows them to do their work easier, freeing them up to focus more on the member experience."

Turack added, "We believe that having all three systems from the same vendor in an integrated suite is just an overall phenomenal benefit for us. The Guidewire products fit in well with our SOA architecture, allowing us to leverage all the work we have put into our Enterprise Service Bus over the last few years. Since all of the systems speak the same language, provide the same user experience, and have a unified look and feel, it allows for seamless integration and enhancement."

"We congratulate CAA Insurance on their successful deployment of InsuranceSuite," said Steve Sherry, Vice President, The Americas, Guidewire Software. "CAA sets a very high standard of service excellence for their members, and we are proud to partner with them to help them achieve their customer service goals."

Guidewire InsuranceSuite powers the mission-critical operations of property/casualty insurers competing in today's market. The suite was designed using a modular approach, enabling insurers to select individual applications -- Guidewire PolicyCenter®, Guidewire BillingCenter®, and Guidewire ClaimCenter® -- or a pre-integrated set, driven by their requirements and priorities. InsuranceSuite provides the flexibility insurers need to deliver insurance the way they want to, by rapidly delivering better products and service to their policyholders and agents, while improving underwriting discipline and lowering operational costs.

About The Canadian Automobile Association Insurance Company

CAA Insurance Company (Ontario) was founded in 1974 and is part of CAA South Central Ontario. With over 1.9 million Members, CAA South Central Ontario is the largest CAA Club in Canada. CAA Insurance Company (Ontario) provides auto and property insurance to clients in Ontario and the Maritimes. For more information, please visit www.caasco.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™, 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, Toronto, and Warsaw. For more information, please visit www.guidewire.com.

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