



Direct General Deploys Guidewire Solution for Claims Management; Capgemini Leads Project

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Guidewire ClaimCenter® becomes the foundation for claims management transformation at Direct General

NASHVILLE, Tenn. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Mar. 18, 2013-- Direct General Insurance Group, a direct provider of non-standard personal auto insurance, and Guidewire Software, Inc. (NYSE: GWRE), a provider of flexible core system software to Property/Casualty insurers, announced that Direct General selected and deployed Guidewire ClaimCenter® as its new platform for claims management. Capgemini, a Guidewire PartnerConnect™ alliance member, partnered with Direct General to implement the system.

Direct General Corporation is a group of companies providing insurance and related products and services to its clients through almost 500 retail locations throughout the Southeastern United States. Direct General has deployed a new claims system that utilizes state of the art technology to support its future growth and evolving business needs.

Direct General selected Guidewire ClaimCenter as the best fit for its operational needs, based on the product's ability to drive operational efficiencies and its technology architecture. The platform transformation was deployed to manage claims across all of the insurer's offices in the Southeastern United States in a phased implementation approach which took less than eight months from design to go-live.

"Capgemini's expertise in implementing ClaimCenter and their knowledge of our business made this a very smooth project," said Jon Walters, chief information officer of Direct General. "ClaimCenter's 'out of the box' functionality and application architecture really appealed to us."

"We are pleased to have had the opportunity to work with Direct General to successfully modernize their claims processing environment leveraging Guidewire ClaimCenter. Through our on-going partnership in the application maintenance and development arena, we look forward to helping Direct General drive improved business flexibility and realize the benefits associated with their claims transformation," said John Mullen, vice president, North America Insurance business unit leader, Capgemini Financial Services.

Direct General is experiencing the following early benefits with its claims transformation:

- Improved First Notice of Loss (FNOL) and claim assignment processes for reduced claims cycle times and fast, efficient customer service;
- Enhanced management visibility into claim status and performance metrics; and
- Streamlined claims management process and easier claim data capture and access due to the intuitive, user-friendly system.

"Our business users were immediately able to leverage the additional functionality provided by ClaimCenter," added Walters.

"We congratulate Direct General and Capgemini on their successful ClaimCenter implementation," said Steve Sherry, vice president, The Americas, Guidewire Software. "Direct General has the power to continuously improve its business due to its modern technology platform while the company's customers will benefit from its enhanced claims handling capabilities. We wish them continued success in realizing all of the possibilities that ClaimCenter provides."

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 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 Direct General Corporation

Direct General Corporation, headquartered in Nashville, Tenn., is a privately owned financial services holding company whose operating subsidiaries provide personal automobile insurance, term life insurance, premium finance and other consumer products and services through our network of almost 500 offices across 13 states. We are proud to serve: Alabama, Arkansas, Florida, Georgia, Illinois, Louisiana, Mississippi, Missouri, North Carolina, South Carolina, Tennessee, Texas and Virginia. For more information, please visit www.directgeneral.com.

About Capgemini's Financial Services Global Business Unit

Capgemini's Financial Services Global Business Unit brings deep industry experience, innovative service offerings and next generation global delivery to serve the financial services industry. With a network of 21,000 professionals serving over 900 clients worldwide Capgemini collaborates with leading banks, insurers and capital market companies to deliver business and IT solutions and thought leadership which create tangible value.

Capgemini Financial Services' Insurance business unit is a market leader in Core P&C transformation and specifically Claims transformation, with more than 20 claims transformations programs completed during the last two years.

More information is available at: www.capgemini.com/financialservices

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 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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