



## Guidewire, Mitchell Partner to Deliver Integrated Claims Workflow and Insight

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*Leading Property/Casualty insurance software companies to help insurers create a state of the art claims environment for improved user and policyholder experience*

SAN DIEGO & FOSTER CITY, Calif.--(BUSINESS WIRE)--Sep. 3, 2013-- Mitchell, and Guidewire Software, Inc. (NYSE: GWRE), leading solution providers to Property/Casualty (P/C) insurers, today announced their strategic alliance to co-develop an advanced level of integration between Guidewire's core claims management system and Mitchell's expert adjusting and workflow solutions in North America. The resulting unified claims environment will help insurers optimize claims workflow and improve decisions across the end-to-end claims process.

Mitchell serves North American P/C insurers with claims outcome solutions for casualty claims (injury) and auto physical damage (APD). Adjusting APD claims requires managing repair estimates and repair shops, while casualty claims require review of medical bills and ensuring that treatments are legitimate and are paid at negotiated rates. Guidewire serves insurers globally with core system software integral to the claims management lifecycle. While Mitchell's and Guidewire's systems have been integrated on multiple implementations, claims professionals must still work in these systems separately. Deeper integration of workflow and data and the creation of a unified user interface between Guidewire's claims management system (Guidewire ClaimCenter®) and Mitchell's expert adjusting solutions will greatly simplify this process.

"This is an important announcement. A deeper integration of Guidewire's ClaimCenter with Mitchell's suite of estimation and cost control solutions has the potential to deliver significant value to insurers," said Donald Light, Director, Americas, Property/Casualty Practice, Celent. "Both companies' increasing emphasis on data management, business intelligence, and analytics also makes this an initiative to watch."

A unified, single-system view of the claims environment will enable insurers to:

- Improve the efficiency and user experience of claims professionals;
- Enhance overall service for policyholders;
- Make better informed decisions;
- Reduce the cost and complexity of their technology landscape; and
- Streamline the claims workflow for more accurate, consistent, and cost-effective claims management.

"Our mutual customers have expressed their wish for deeper integrations between our products and this relationship is the beginning of our commitment to them," said Alex Sun, president and chief executive officer, Mitchell. "I am inspired by the potential of what our work together can mean for the industry, as both companies share a vision to accelerate the pace of innovation for the P/C industry. Both organizations have great respect for the other's accomplishments and capabilities and have spent the better part of a year building to this point – with meaningful resources dedicated to this powerful and unique partnership."

"Guidewire and Mitchell see an opportunity to advance the state of the art in claims management, to the clear benefit of both our insurer customers and their policyholders," said Marcus Ryu, chief executive officer, Guidewire Software. "Our development teams are collaborating to optimize the user experience and leverage the data exchange between our respective products. This is new territory beyond the integration work we have undertaken to date at individual customer implementations, and we believe it will yield improved efficiency for adjusters, increased accuracy of claims outcomes, and better service for policyholders."

### About Mitchell

Mitchell is uniquely positioned to simplify, enhance and accelerate claims handling processes across the P&C industry through deep workflow solutions that include unparalleled access to data, advanced analytics and decision support tools. Our expert workflow and adjusting solutions advance the claims management process by enabling automotive physical damage, bodily injury and workers' compensation clients to process claims more accurately, consistently, and cost-effectively.

Mitchell's solutions provide an expert level of decision support and connectivity within the claims organization and with industry partners to achieve optimal outcomes. Mitchell's comprehensive solution portfolio and robust SaaS infrastructure enables tens of millions of electronic transactions to be processed each month for over 300 insurance companies, including the majority of the top 25 insurance carriers, and over 30,000 collision repair facilities. With an expanding global footprint, Mitchell products are currently utilized in the Americas, Europe and Asia. Mitchell is headquartered in San Diego, California, and has 2,000 employees. For more information, please visit [www.mitchell.com](http://www.mitchell.com).

### About Guidewire Software

Guidewire Software is a provider of software products for Property/Casualty insurers. Designed to be flexible and scalable, Guidewire products enable insurers to deliver excellent service, increase market share, and lower operating costs. Guidewire products include Guidewire InsuranceSuite™, consisting of Guidewire PolicyCenter®, Guidewire ClaimCenter® and Guidewire BillingCenter® which span the core functional areas in insurance; Guidewire Live<sup>SM</sup>, a cloud-based network connecting peer insurers, core system data and expert tools through instant on apps; Guidewire DataHub™ and Guidewire InfoCenter™ which help insurers address their data management and business intelligence challenges. 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](http://www.guidewire.com).

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, Guidewire BillingCenter, Guidewire InsuranceSuite,

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Mitchell

Jennifer Forman, +1-858-368-7794

Sr. Director, Corporate Marketing

[jennifer.forman@mitchell.com](mailto:jennifer.forman@mitchell.com)

or

Guidewire Software, Inc.

Diana Stott, +1-650-356-4941

Director, Communications

[dstott@guidewire.com](mailto:dstott@guidewire.com)