



GuideOne Insurance Deploys Guidewire Solution for Claims Management

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ClaimCenter is helping national niche market insurer streamline its claims handling process, enhance customer service, and increase operational efficiencies

WEST DES MOINES, Iowa & FOSTER CITY, Calif.--(BUSINESS WIRE)--Sep. 5, 2013-- GuideOne Insurance (GuideOne), a national niche market insurer, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to Property/Casualty insurers, today announced that GuideOne has successfully deployed Guidewire ClaimCenter® as its new claims management system. GuideOne teamed with Guidewire PartnerConnect™ alliance member, PwC US, and Guidewire for the implementation project.

GuideOne selected ClaimCenter to allow it to automate routine tasks involved in the claims process to help its adjusters focus their attention on better servicing their customers and agents. The company also sought to enhance its operational efficiencies in an effort to improve loss handling.

GuideOne is currently in production with ClaimCenter for its Workers' Compensation line of business and is in the process of implementing its other lines including auto, homeowners, business auto, commercial property, and liability in a phased deployment approach.

"The feedback we have received from our employees about ClaimCenter has been very positive," said Roger Nebergall, director, Property/Casualty Claims, GuideOne Insurance. "We are saving time on several fronts now. From the automated creation of correspondence and letters to the ease of reviewing and navigating files, ClaimCenter is allowing our staff to work very efficiently and effectively."

"Our supervisors let us know they appreciate the visibility into adjuster's work, including their diary management, as it allows them real-time insight into the status of claims," added Nebergall.

ClaimCenter is enabling GuideOne to:

- Free adjusters from manual administrative tasks allowing them to focus on providing more high-value services to customers;
- Gain better insight into claim operations to drive process and service improvements;
- Integrate with third party systems for a more seamless claims handling approach; and
- Support the training of a remote workforce and streamline training of new staff thanks to ClaimCenter's user friendly interface.

"We congratulate GuideOne Insurance on their successful implementation of ClaimCenter," said Alex Naddaff, vice president, Professional Services, Guidewire Software. "We recognize their dedication to providing their customers with a high level of service, and we look forward to a long-term partnership with them."

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 GuideOne Insurance

Founded in 1947 and headquartered in West Des Moines, Iowa, GuideOne Insurance is one of the nation's largest church insurers, with about 43,000 church policyholders. GuideOne also insures private schools and colleges, as well as senior living communities. In 1999, the company created the [GuideOne Center for Risk Management®](#) in order to help churches and faith-based organizations safeguard their ministries. This effort was expanded in 2008 with the launch of [SafeChurch®](#), the most comprehensive church risk management resource available. GuideOne's personal lines products include auto and homeowners insurance. GuideOne is licensed to do business in all 50 states and markets its products and services through nearly 1,600 independent and career agents. The company carries an A "Excellent" rating from A.M. Best.

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 LiveSM, 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 <http://www.guidewire.com>.

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, Guidewire BillingCenter, Guidewire InsuranceSuite, Guidewire DataHub, Guidewire InfoCenter, Guidewire Live, Before & After, Guidewire PartnerConnect, Guidewire SolutionConnect, Deliver Insurance Your Way, and the Guidewire logo are trademarks, service marks, or registered trademarks of Guidewire Software, Inc. in the United States and/or other countries.

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