



## Mutual of Enumclaw Selects Guidewire Solution for Billing

September 24, 2013

*Guidewire BillingCenter® to support mutual insurer with its customer experience enhancement effort*

ENUMCLAW, Wash. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Sep. 24, 2013-- Mutual of Enumclaw, a mutual insurance company offering products for individuals, families, farms, and businesses, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to Property/Casualty insurers, today announced that Mutual of Enumclaw has selected Guidewire BillingCenter® to manage its billing operations including agency and direct bill. BillingCenter will be deployed to all of its lines of business.

The key business driver that prompted Mutual of Enumclaw to select BillingCenter was the ability of the system to help the company enhance the quality of its customers' experience. Mutual of Enumclaw also sought a system that is easy to maintain and make changes to in order to respond to business needs.

"We are looking forward to the business benefits that BillingCenter will bring due to its ease of use, including a better customer experience for both our independent agents and policyholders," said David Wilson, chief information officer, Mutual of Enumclaw.

"From an IT point of view, Guidewire represents a strong cultural fit because like us, the Guidewire team works in an agile way. We also saw, from the selection process, that Guidewire would be responsive and dynamic with us," added Wilson. "The fact that Guidewire's data model is transparent and easy to understand appealed to us as well."

BillingCenter will enable Mutual of Enumclaw to:

- Deliver on their key strategic imperative to improve customer service;
- Readily make system changes to meet changing business and technical requirements;
- Enhance its operational efficiency by eliminating many manual processes, enabling staff to focus on serving customers;
- Lower IT costs by consolidating and standardizing billing handling systems and processes on a common platform; and
- Streamline the training of staff as a result of BillingCenter's intuitive interface.

"We welcome Mutual of Enumclaw to the Guidewire family as a BillingCenter customer," said Ken Branson, director, Product Strategy and Guidewire Software co-founder. "We admire Mutual of Enumclaw's commitment to delivering high levels of service to its customers and look forward to helping them reach their customer service goals."

Guidewire BillingCenter is a comprehensive billing and receivables management system built on the core design principles of automation, control and flexibility. BillingCenter allows you to deliver insurance your way by making it easier to automate the billing lifecycle; design flexible billing, payment and delinquency plans; manage agent commissions; and enable rapid integration with external payment systems. BillingCenter is available as a standalone system or as part of Guidewire InsuranceSuite™, and can be integrated to a general (property and casualty) insurer's legacy systems or third-party applications.

### About Mutual of Enumclaw

Mutual of Enumclaw was founded in 1898 by a group of local farmers who wanted to look out for each other. Although the organization has steadily grown since then, that same spirit exists today. Mutual of Enumclaw operates in Washington, Oregon, Idaho, and Utah and offers insurance products for individuals, families, farms, and businesses exclusively through local independent agents. The organization has been recognized for being one of the top 100 employers in the state of Washington. For more information about Mutual of Enumclaw, please visit [www.mutualofenumclaw.com](http://www.mutualofenumclaw.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 <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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