Guidewire Congratulates 2013 Innovation Award Winners – AAMI, AXA France, Groupe Promutuel, Mercury Insurance, and Montana State Fund

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Awards given to those companies that have best demonstrated the real business and IT benefits they are experiencing through their innovative use of Guidewire technology and best practices

FOSTER CITY, Calif.--(BUSINESS WIRE)--Oct. 8, 2013-- Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to Property/Casualty insurers, congratulates the winners of its 2013 Innovation Awards: AAMI (part of the Suncorp Group), AXA France with Capgemini, Groupe Promutuel with V-NEO Inc., Mercury Insurance Group, and Montana State Fund. Each winning company earned this recognition based on its innovative use or implementation of Guidewire's core systems and/or data management and business intelligence products, resulting in key business value delivered to their respective organizations.

All Guidewire customers, whether in the process of implementing or extending their production-proven capabilities, were eligible for consideration. For the first time, the awards program was open to partners who played a role in the overall solution to participate jointly with a customer. The awards were organized into five categories: Process Innovation, Product Innovation, Service Innovation, and two newly created categories, Implementation Innovation and Transformation Innovation.

Honorable mention winners were selected due to the high quality and volume of entries, and they include RACQ Insurance with Ernst & Young (Transformation Innovation) and Torus Insurance with Business Agility Group Limited (Process Innovation). Winners were announced during Guidewire's ninth annual user conference – *Connections 2013*. The recognized projects demonstrate Guidewire technology at work helping these insurers deliver insurance their way.

The 2013 winners are:

AAMI, part of the Suncorp Group (Service Innovation) – *A web-based, self-service application, AAMI Claim Online allows its customers to create new claim records directly in Guidewire ClaimCenter and then track their progress online.*

AAMI Claim Online provides state of the art integration with Guidewire ClaimCenter allowing it to adjust itself to customer circumstances when collecting and lodging critical incident data in real-time. For certain claim types, the integration between Claim Online and ClaimCenter extends even further to enable automatic validation and acceptance of claims, while also initiating the engagement with a nominated repairer.

To support the Claim Online self-service experience, AAMI also created My Claim Manager, a web-based self-service application that allows customers to track the progress of their claim online.

Online claim submission has resulted in a 50 to 70 percent reduction of claim cycle time, with customers reporting a greater level of satisfaction. The release of the system has also brought in a number of operational efficiencies. Suncorp Group has been an in-production ClaimCenter customer since 2007.

For additional information on AAMI, a part of the Suncorp Group visit, www.aami.com.au.

AXA France with Capgemini (Implementation Innovation) – *Automated vendor management capabilities and a comprehensive, single-screen summary view of claim status.*

AXA France is a multi-channel organization which includes agents and brokers, and claims are handled by multiple individuals. As part of its claims management organization re-engineering effort, several innovations have been implemented at AXA France, which include advanced vendor management capabilities and a claims summary view ("vue de synthèse").

The "vue de synthèse" provides a clear, comprehensive, 360° view of the status of a claim throughout its lifecycle and access to all critical claim elements in one click. This enables claims handlers or others involved with the claim to quickly understand the status, saving them time and making them more efficient. Ten minutes will be gained per motor claim handling.

The vendor management capabilities help AXA France provide better compensations to its customers, while improving its profitability. The damage details are used to define the right service provider at the best rate, maximizing client satisfaction and lowering claim's costs.

For additional information on AXA France, visit www.axa.com.

For additional information on Capgemini, visit www.capgemini.com.

Groupe Promutuel with V-Neo (Transformation Innovation) – *Business transformation that replaced its legacy claims system, for six lines of business, seven months ahead of schedule and 25 percent under budget.*

The project was jointly managed by the business, IT, and system integrator. Millions of dollars were saved allowing Groupe Promutuel to fund other projects. In addition, adjusters are now more efficient and can dedicate their time to value added work. Managers can more accurately monitor the productivity of their teams and optimize their work to be able to handle more claims, more quickly. The implementation has made the organization more attractive to potential new hires, and the training for news hires in the Claims organization has decreased from several months to under a week. Finally, customers are experiencing more accurate and faster responses to their claims, helping them to get back to a normal life sooner and with less stress. Groupe Promutuel has been an in-production ClaimCenter customer since 2012.

For additional information on Groupe Promutuel, visit www.promutuel.ca.

For additional information on V-Neo, visit www.v-neo.com.

Mercury Insurance Group (Product Innovation) **–** *Consumer self-service portal (Mobile and Portal)*

In order to gain a competitive advantage and address increased consumer use of online self-service methods, Mercury Insurance Group implemented a consumer self-service capability for quoting and purchasing private passenger auto policies online for states live on the Guidewire platform. The company has been able to maximize the reuse of business rules, configuration, and integrations already built for their PolicyCenter implementation. It has also been able to centralize management of data elements, and leverage an integrated platform to improve time to market for implementing new state rollouts and product changes. The project has enabled Mercury to extend their Guidewire core system to drive new business, increase operational efficiency, and improve customer service through digital channels. Mercury has been an in-production InsuranceSuite customer since 2010.

For additional information on Mercury Insurance Group, visit www.mercuryinsurance.com.

Montana State Fund (Process Innovation) – *Business Intelligence embedded within ClaimCenter making information available in context.*

Montana State Fund combined their Business Intelligence environment with ClaimCenter business process flows, allowing the right information to be available to the right person at the right time. This has enabled claims operations to have more informed conversations and make fact based decisions, as opposed to having to rely on rules of thumb or gut feel. One example of this is making detailed medication/pharmacy data available to a claims examiner in the context of the claim, allowing the examiner to have a more informed conversation with the physician. Another key benefit of this approach has been the ability for IT to rapidly respond to change requests without having to modify and redeploy ClaimCenter. Montana State Fund has been an in-production ClaimCenter customer since 2006.

For additional information on Montana State Fund, visit www.montanastatefund.com.

"We are so pleased to be associated with the insight and creativity represented by this year's Award winners," said   Marcus Ryu, chief executive officer, Guidewire. "The Guidewire team has striven to evolve InsuranceSuite into not only a legacy system replacement but a true platform for business transformation. The Award winners are outstanding examples of our customers fulfilling that ambition."

About Guidewire Software

Guidewire builds software products that help Property/Casualty insurers replace their legacy core systems and transform their business. Designed to be flexible and scalable, Guidewire products enable insurers to deliver excellent service, increase market share and lower operating costs. Guidewire InsuranceSuite™ provides the core systems used by insurers as operational systems of record. Additional products provide support for data management, business intelligence, anytime/anywhere access and guidance and monitoring. More than 150 Property/Casualty insurers around the world have selected Guidewire. For more information, please visit www.guidewire.com. Follow us on twitter: @Guidewire_PandC.

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