



## American Modern Deploys Guidewire System for Claims Management

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*U.S. specialty insurer now in production with Guidewire ClaimCenter® ahead of schedule and under budget*

FOSTER CITY, Calif.--(BUSINESS WIRE)--Jul. 16, 2014-- Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to Property/Casualty (P/C) insurers, today announced that American Modern Insurance Group (American Modern), a U.S. specialty insurer, has successfully deployed Guidewire ClaimCenter® as its new platform for claims management. EY (Ernst & Young), a Guidewire PartnerConnect™ Alliance member, worked together with American Modern to implement the system.

American Modern selected ClaimCenter as part of an organization-wide transformation initiative that included the selection of Guidewire PolicyCenter® and Guidewire BillingCenter®. The specialty insurer was determined to enhance the experience for its agents and customers by consolidating multiple legacy systems, improving reporting, and streamlining daily processes with a department-wide view of claims.

American Modern deployed ClaimCenter in a phased implementation approach by region, and is live across all of its residential, recreational and commercial lines of business. Even with detailed user testing and multiple internal and external integrations, ClaimCenter was deployed one month earlier than expected, and under budget.

"Our team's response to ClaimCenter has been overwhelmingly positive," said Heather Bolyard, claims services and information assistant vice president, American Modern. "In an internal survey of users live on the platform, we found that as a whole adjusters are really excited about the new capabilities and improved functionality ClaimCenter offers, and as a result are able to increase their service levels."

ClaimCenter is enabling American Modern to:

- Streamline and automate its claims management process for faster, more efficient customer service;
- Simplify onboarding of new staff and training as a result of ClaimCenter's easy-to-use interface; and
- Improve data analytics for better, more accurate reporting.

"We are already experiencing several benefits from ClaimCenter," added Bolyard. "Beyond the IT benefits of a simpler, integrated technology platform, we're looking forward to more robust reporting capabilities that will give us the information we need to make even better business decisions."

"We congratulate American Modern on its successful implementation of ClaimCenter and admire their commitment to transforming their business," said Alex Naddaff, senior vice president, Programs, Guidewire Software. "We are impressed with the quality of American Modern's implementation programs and are proud to have worked side by side with them to successfully deploy ClaimCenter. We look forward to a long-term relationship with the company as it turns its focus to its upcoming PolicyCenter and BillingCenter implementation projects."

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 American Modern Insurance Group

American Modern is a widely recognized specialty insurance leader with more than 48 years of experience. The company delivers specialized products and services for residential property--like mobile homes and specialty dwellings--and for consumers in the recreational market, including owners of boats, personal watercraft, classic cars, motorcycles, ATVs and snowmobiles. The company also provides products and services to protect financial institutions and their customers.

American Modern's enduring stability is reflected in its annual selection, since 1999, as one of the [Ward Group's Top 50](#) property and casualty companies in America. It is licensed in all 50 states through six property and casualty companies, which share the A+ (superior) rating by [A.M. Best](#) of their parent, Munich Re America. The American Modern companies insure more than 1.7 million policyholders countrywide and have been recognized as a *Best Place to Work* by the Cincinnati Business Courier and a *Top Workplace* by the Cincinnati Enquirer. For more information about American Modern, please visit [www.amig.com](http://www.amig.com).

### 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](http://www.guidewire.com). Follow us on twitter: [@Guidewire\\_PandC](#).

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, Guidewire BillingCenter, Guidewire InsuranceSuite, Guidewire PartnerConnect, Guidewire SolutionConnect, Guidewire Live, Live Inside, Before & After, Claim Canvas, Viewpoint, 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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