



## Santam Deploys Guidewire Solution for Rating, Underwriting, Policy Administration, and Billing Management

October 23, 2014

*Guidewire PolicyCenter and BillingCenter enable South African insurer to modernize, simplify and improve product offerings and capabilities across policy life-cycle*

BELLVILLE, South Africa & FOSTER CITY, Calif.--(BUSINESS WIRE)--Oct. 23, 2014-- Santam, South Africa's leading non-life insurer, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to general (Property/Casualty) insurers, today announced that Santam has successfully deployed Guidewire PolicyCenter® as its new underwriting and policy administration solution and Guidewire BillingCenter® as its new billing system. The company has also implemented Guidewire Rating Management and Reinsurance Management.

Santam deployed PolicyCenter and BillingCenter to enhance its product and service offerings to its customers, policyholders, and brokers. The insurer sought a system that would improve its ability to respond to the market more quickly from a product perspective, help it streamline and improve its processes and system infrastructure, and enable it to interact with its customers through a variety of channels.

"Successfully implementing PolicyCenter and BillingCenter for our Personal Lines business is a huge milestone for our team," said John Melville, executive head, Risk Services, Santam. "Guidewire has been a true partner to us throughout the implementation, and we look forward to working together on further deployment."

PolicyCenter and BillingCenter are enabling Santam to:

- Increase ease of business transactions for policy-holders and brokers;
- Achieve underwriting excellence by implementing innovative underwriting techniques and providing consistency in underwriting guidelines;
- Manage premium rating bases more dynamically; and
- Improve productivity, facilitating more focus on value-added activities.

"We congratulate Santam on the successful implementation of their PolicyCenter and BillingCenter," comments Mike Polelle, chief customer officer, Guidewire Software. "We are impressed by their focus on providing excellent service to customers and brokers alike, and are delighted to work alongside them in this project."

Guidewire PolicyCenter® is a flexible underwriting and policy administration system that enables general insurers to grow business profitably by improving efficiency, while responding with agility to market opportunities and enhancing relationships with customers and brokers. Designed to support both commercial and personal lines, PolicyCenter helps insurers streamline front- and back-office processes, from new business submission and quoting through to policy renewals. PolicyCenter is available as a standalone system or as part of Guidewire InsuranceSuite™, and can be integrated with an insurer's legacy systems or third party applications.

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 payment 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/Casualty) insurer's legacy systems or third party applications.

### About Santam Limited

Santam Limited (Santam) is South Africa's leading insurance provider, offering short-term insurance products to commercial, corporate and personal markets. The company offers specialized products and services to specific markets through a network of brokers. It provides personal insurance, commercial insurance, agricultural insurance, corporate insurance, specialized insurance risk finance and MultiSOS services to its customers. Santam also provides engineering, guarantee, liability, motor, accident and health, property, transportation and crop insurance policies. For more information about Santam, please visit [www.santam.co.za](http://www.santam.co.za).

### 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 180 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](https://twitter.com/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.

Source: Guidewire Software, Inc.

Guidewire Software, Inc.  
Diana Stott, +1-650-356-4941  
Director, Communications  
[dstott@guidewire.com](mailto:dstott@guidewire.com)

or

Santam Limited  
Donald Kau, +27 21 915 7373  
Head: Corporate Affairs  
[donald.kau@santam.co.za](mailto:donald.kau@santam.co.za)