



Westfield Insurance Deploys Guidewire System for Claims Management

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Guidewire ClaimCenter® supports business growth and enhances customer service capabilities for personal and commercial insurer

WESTFIELD CENTER, Ohio & FOSTER CITY, Calif.--(BUSINESS WIRE)--Oct. 30, 2014-- Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to Property/Casualty (P/C) insurers, today announced that Westfield Insurance, a provider of personal, commercial and surety insurance, has successfully deployed Guidewire ClaimCenter® as its new platform for claims management. Guidewire PartnerConnect™ Alliance member, EY (Ernst & Young LLP), worked closely with Westfield to implement the system.

Westfield Insurance selected ClaimCenter as part of a transformation initiative focused on organizational customer and analytical capabilities. The company sought a platform that would increase its flexibility, operational efficiency, and effectiveness and enable it to keep pace with business growth. Concurrent with its ClaimCenter implementation, Westfield Insurance installed new document distribution and management systems and upgraded its analytics solutions and capabilities. Westfield Insurance is deploying ClaimCenter by line of business in a phased implementation approach.

"ClaimCenter is a key component of our larger ongoing business transformation," said Rob Bowers, national claims strategy leader, Westfield Insurance. "We have been impressed with the robust functionality and precision that ClaimCenter has brought to our claims transactions and are looking forward to leveraging the system as a platform for our future growth."

ClaimCenter is enabling Westfield Insurance to:

- Consolidate and standardize its claims handling systems to increase customer and analytical capabilities and operational efficiencies;
- Integrate with third-party systems for a more seamless claims handling approach; and
- Easily make upgrades to satisfy the changing expectations of its customer base and provide a sustainable, positive customer experience.

"We're already seeing the early benefits of our ClaimCenter implementation," said Steve Brown, program manager, Westfield Insurance. "Standard property claims are being completed and paid within the day, versus the several days it previously took. We're looking forward to providing our customers with even better service as we continue to realize faster claims cycle times with ClaimCenter."

"We congratulate Westfield Insurance on their successful ClaimCenter implementation," said Mike Polelle, chief customer officer, Guidewire Software. "We recognize their dedication to providing their customers with high levels 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 Westfield Insurance

Westfield Insurance is a part of Westfield Group, a customer-focused insurance and banking group of businesses headquartered in Westfield Center, Ohio and in business for more than 166 years. Westfield Insurance provides commercial insurance in 21 states, personal insurance in 10 states and surety services to customers in 31 states. Westfield is one of the nation's 50 largest property and casualty insurance groups, represented by a network of more than 1,000 independent insurance agencies. Westfield Insurance was named to the [2014 Ward's 50](#) list of top performing insurance companies and as a [Top Workplace in Northeast Ohio](#). Westfield Bank provides banking solutions for businesses and individuals, and Westfield Services provides service and training support for independent insurance agencies. Learn more about Westfield Group at www.WestfieldInsurance.com and www.Westfield-Bank.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 180 Property/Casualty insurers around the world have selected Guidewire. For more information, please visit 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.

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