



## Warta Deploys Guidewire Solution For Claims Management

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*TUIR Warta employing Guidewire ClaimCenter® to provide customer-friendly claims system and enhanced customer service*

WARSAW, Poland & FOSTER CITY, Calif.--(BUSINESS WIRE)--Jan. 19, 2015-- WARTA S.A. Insurance and Reinsurance Company, Poland's second largest non-life insurance company, and Guidewire Software, Inc. (NYSE: GWRE), a leading provider of flexible core systems to non-life insurers, today announced that Warta has successfully finished the deployment project for Guidewire ClaimCenter® as its new claims management system.

Warta implemented ClaimCenter as a system that would provide better control of claims processes, upgrade claims handling KPIs and at the same time underpin a better service for customers.

"We required a best-in-class technology solution in claims management to provide our customers with the best quality of service," explained Rafal Stankiewicz, vice president of Warta responsible for claims management. "It is crucial for us to have processes that are as swift as possible, smooth, and customer-friendly."

ClaimCenter allows Warta to:

- Communicate faster and more frequently with customers about the status of their claims, including SMS messaging and e-mail;
- Ensure better supervision and monitoring of the claims process; avoiding the need to deal with a claim any longer than necessary;
- Integrate effectively with other expert systems, enabling claims handlers to assess damages faster; and
- Provide staff with a modern and efficient browser, facilitating the development of fast-track claims handling process (payment without the inspection of an expert).

"Our new claims system, called Guliwer, helps us to establish better contact with our customers. Now we also have better control of claims. This modern and flexible tool will allow us to surprise customers and competitors with new innovative solutions implemented on this basis," concluded Stankiewicz.

"We are very pleased with Warta's successful implementation of ClaimCenter," said Mike Polelle, chief customer officer, Guidewire Software. "Guidewire understands the importance of providing good quality customer service, just like Warta. We look forward to continuing our work with them in supporting successful claims transformation."

**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 (non-life) 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 TUIR Warta S.A.**

WARTA S.A. Insurance and Reinsurance Company has operated in the Polish market since 1920. The company is the second largest non-life insurer in Poland. It has a very extensive insurance offering, comprising more than 120 products, providing wide insurance coverage to both individual clients and businesses. This includes, among others, motor, property and personal insurance. Warta has 100% of stock in WARTA Life Insurance Company. The company's offer includes traditional coverage policies as well as modern investment products. WARTA is a part of Talanx Group, the third largest German insurance group and the eight largest in Europe. For more information, please visit: [www.warta.pl](http://www.warta.pl)

### **About Guidewire Software**

Guidewire builds software products that help Property/Casualty (non-life) 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) or [www.guidewire.pl](http://www.guidewire.pl). Follow us on twitter: [@Guidewire\\_PandC](https://twitter.com/Guidewire_PandC).

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