



Mutual of Enumclaw Deploys Guidewire Solution for Billing

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Guidewire BillingCenter® is the new platform for mutual insurer's customer experience enhancement initiative

ENUMCLAW, Wash. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Jun. 11, 2015-- Mutual of Enumclaw, a mutual insurance company offering products for individuals, families, farms, and businesses, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to Property/Casualty insurers, today announced that Mutual of Enumclaw has deployed Guidewire BillingCenter® to manage its billing operations including agency and direct bill for all of its lines of business.

Seeking to improve and simplify the overall experience for its agents and policyholders, Mutual of Enumclaw sought to consolidate its two billing systems. Additionally the company was trying to generate new business. The insurer devised an "on-demand" migration process for its policyholders. For policyholders with multiple accounts at Mutual of Enumclaw, the first account that came up for renewal would trigger all their other accounts to be migrated to the new system at one time. This reduced the disruption potential of migrating all accounts to BillingCenter simultaneously and enabled Mutual of Enumclaw to ensure a seamless transition for policyholders.

"The successful implementation of BillingCenter has been a huge milestone for us," said David Wilson, chief information officer, Mutual of Enumclaw. "Leveraging BillingCenter's flexibility and Guidewire's agile implementation process has enabled us to meet our specific needs and provide the best service possible to our policyholders and independent agents."

BillingCenter is enabling Mutual of Enumclaw to:

- Deliver on key strategic imperatives to improve customer service;
- Readily make system changes to meet changing business and technical requirements; and
- Lower IT costs by consolidating and standardizing billing systems and processes on a common platform.

"We congratulate Mutual of Enumclaw on their successful BillingCenter implementation," said Mike Polelle, chief delivery 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 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 delinquency 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 Property/Casualty insurer's legacy systems or third-party applications.

About Mutual of Enumclaw

Mutual of Enumclaw was founded in 1898 by a group of local farmers who wanted to look out for each other. Although the organization has steadily grown since then, that same spirit exists today. Mutual of Enumclaw operates in Washington, Oregon, Idaho, and Utah and offers insurance products for individuals, families, farms, and businesses exclusively through local independent agents. The organization has been recognized for being one of the top 100 employers in the state of Washington. For more information about Mutual of Enumclaw, please visit www.mutualofenumclaw.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).

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