GuideOne Insurance Selects Guidewire Systems for Billing Management and to Augment Digital Channels

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Guidewire BillingCenter® and portal products to deliver enhanced service levels and flexibility to customers and agents

WEST DES MOINES, Iowa & FOSTER CITY, Calif.--(BUSINESS WIRE)--Jul. 16, 2015-- GuideOne Insurance (GuideOne), a leading national insurer of churches, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to Property/Casualty (P/C) insurers, today announced that GuideOne has selected Guidewire BillingCenter® to manage its billing operations across all of its Commercial P/C lines of business. The company also selected Claim Portal for Policyholders, Claim Portal for Agents, and Gateway Portal for Agents. The selection of BillingCenter follows the company's recent deployment of Guidewire ClaimCenter® and PolicyCenter and makes GuideOne a full Guidewire InsuranceSuite™ customer.

GuideOne selected BillingCenter in an effort to enhance the experience for agents and policyholders by updating the technology platform supporting its billing operations. The full InsuranceSuite platform offers the company greater product flexibility, ease of maintenance and making modifications, as well as the ability to shift resources across the platform as needed. With the selection of Guidewire's portal products, GuideOne can offer full self-service capability to their agents and improved customer experience for both agents and policyholders at a lower cost and faster time-to-market than custom-build alternatives. The company will be integrating BillingCenter with PolicyCenter and ClaimCenter and deploying the system to its commercial lines businesses for direct and agency billing, while the portal products will be deployed for commercial and personal lines of business.

"Our positive experiences with the innovation and quality of ClaimCenter and PolicyCenter were important factors in our selection of BillingCenter," said Brian Murray, senior manager, Commercial Operations, GuideOne Insurance. "We are excited about the innovative tools we'll be able to offer our agents and policyholders to help us meet our current and future business and IT goals."

BillingCenter and the portal products will enable GuideOne to:

- Achieve higher customer retention due to improved service levels and increased flexibility from having InsuranceSuite;
- Improve expense ratio through greater efficiency brought by the full suite of Guidewire products; and
- Improve net promoter scores due to improved service levels for agents and policyholders.

"We are honored that GuideOne has expanded their relationship with us and is now a full InsuranceSuite customer through the selection of BillingCenter, as well as several portal products," said Steve Sherry, group vice president, Americas Sales, Guidewire Software. "We look forward to working with them on transforming their billing processes and providing high levels of service to their customers and agents."

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.

Guidewire Mobile and Portals™ is a portfolio of transaction portals that allow insurers to expose Guidewire InsuranceSuite™ functionality online and to mobile devices. Insurers can extend the value of their Guidewire core system investment to drive new business, increase operational efficiency, and improve customer service through digital channels. Each individual product has been developed to meet a targeted need. The Claim Portal expedites claims with easy claim reporting and coverage verification, and claim status transparency. The Gateway Portal empowers agents and brokers by extending the functionality of Guidewire PolicyCenter®; designed with agents and brokers in mind, it provides easy access to recent activities and in-progress submissions, changes and renewals. The underlying architecture of the products has been designed to enable the following: efficient implementation; quick response to market needs; and future ready technology.

About GuideOne Insurance

Founded in 1947 and headquartered in West Des Moines, Iowa, GuideOne Insurance is one of the nation's largest church insurers, with about 43,000 church policyholders. GuideOne also insures private schools and colleges, as well as senior living communities. In 1999, the company created the GuideOne Center for Risk Management® in order to help churches and faith-based organizations safeguard their ministries. This effort was expanded in 2008 with the launch of SafeChurch®, the most comprehensive church risk management resource available. GuideOne's personal lines products include auto and homeowners insurance. GuideOne is licensed to do business in all 50 states and markets its products and services through nearly 1,600 independent and career agents. The company carries an A "Excellent" rating from A.M. Best.

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.

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