



Western Reserve Group Selects Guidewire Digital Products to Enhance User Experience

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Ohio-based property/casualty insurer increases commitment to Guidewire solutions to enhance agent, vendor, and policyholder experience and improve self-service capabilities

WOOSTER, Ohio & FOSTER CITY, Calif.--(BUSINESS WIRE)--Jun. 20, 2016-- Western Reserve Group, a Property/Casualty (P/C) insurer in Ohio and Indiana, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to P/C insurers, today announced that Western Reserve Group has selected the complete set of Guidewire Digital Portals™ to complement their investment in Guidewire InsuranceSuite™, which is currently in implementation.

Western Reserve Group selected Guidewire Quote and Buy Portal for Policyholders™, Gateway Portal for Agents, Account Management Portal for Policyholders, Claim Portal for Policyholders, Claim Portal for Agents, and Claim Portal for Vendors to modernize its current system and enhance the online experience of its agents, vendors, and policyholders. The company plans to implement the portals for all of its lines of business, beginning with the Claims Portals, followed by Gateway Portal for Agents.

"As a company, we currently offer self-service and automation features only on our larger lines of business for agents, so we wanted to expand these features to our other lines of business," said Greg Brunn, vice president, chief marketing and underwriting officer, Western Reserve Group. "As a Guidewire InsuranceSuite customer, it makes good sense for us to leverage our investments in developing products in InsuranceSuite by exposing the product and business rules we've developed to the Guidewire Digital Portals, thus eliminating redundant development and maintenance."

Guidewire Digital Portals will enable Western Reserve Group to:

- Empower agents and policyholders with self-service claim, policy servicing, and inquiry capabilities;
- Offer a more consistent and modern portal experience to agents; and
- Save significant costs by not having to develop and maintain an internally-built portal.

"In the past, we haven't had a cost effective means to access the business logic embedded in our legacy code, thereby necessitating the need to build an online version of our business rules to support a product," said Gregory Owen, vice president of information technologies and chief information officer, Western Reserve Group. "The integration of Digital Portals with InsuranceSuite provides a single source of change for our business rules across both core systems and digital channels, improving our agility and speed to market for future product changes."

"We are humbled by Western Reserve Group's decision to entrust our Digital Portal products to help them continue on their transformation journey," said Steve Sherry, senior vice president, Worldwide Sales, Guidewire Software. "We applaud their commitment to innovative customer, agent, and vendor experience, and look forward to partnering with them on this effort."

About Western Reserve Group

The Western Reserve Group operates exclusively through over 415 independent agents, providing insurance protection to over 170,000 households and businesses in the states of Ohio and Indiana. The company is rated A (Excellent) by A.M. Best. The Western Reserve Group offers a wide range of value added property and casualty insurance products for automobiles, homes, commercial businesses and farms in Ohio and Indiana. For more information, visit www.wrg-ins.com.

About Guidewire Software

Guidewire delivers the software that Property/Casualty (P/C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core operations, data and analytics, and digital engagement – into a technology platform that enhances insurers' ability to engage and empower their customers and employees. More than 200 P/C 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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