



MiddleOak Selects Guidewire System for Billing Management

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Guidewire BillingCenter® to deliver flexibility and enhanced service levels to agents and policyholders

MIDDLETOWN, Conn. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Jun. 22, 2016-- MiddleOak®, a provider of Commercial Specialty insurance, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to P/C insurers, today announced that MiddleOak® has selected Guidewire BillingCenter® to manage the company's billing operations.

Following their successful deployment of Guidewire PolicyCenter® in 2013, MiddleOak® selected BillingCenter in an effort to enhance the experience for agents and policyholders by updating the technology platform supporting its billing operations. MiddleOak will be able to adapt more quickly to meet customer expectations and marketplace changes related to the billing experience. The company will be deploying BillingCenter for its commercial (habitational) lines of business, with deployment expected in the second half of 2017.

"The common architecture and positive experience with the innovation and quality of PolicyCenter were important factors in our selection of BillingCenter," said Sean Sweeney, Senior Vice President, Information Technology, MiddleOak®. "We look forward to implementing a contemporary billing system offering self-service capabilities that will enhance the billing experience for our agents and policyholders."

Ultimately BillingCenter will enable MiddleOak® to:

- Leverage a contemporary platform with self-service components, like online payment, customer billing status, etc.;
- Reduce maintenance efforts and costs by shifting resources across a complementary technology platform as needed;
- Provide a more seamless billing process integrated with internal and third party systems; and
- Improve agent commission processing

"We are honored that MiddleOak® has extended their relationship with us through the selection of BillingCenter," said Steve Sherry, senior vice president, Worldwide Sales, Guidewire Software. "We look forward to working with them on transforming their billing processes and achieving their agent and customer service goals."

About MiddleOak

MiddleOak Provides Commercial Specialty insurance in selected states through Middlesex Mutual Assurance Company, formed in 1836, and Holyoke Mutual Insurance Company in Salem, founded in 1843. MiddleOak agencies and policyholders understand that MiddleOak's commitment to Making Insurance Right® is the core value driving its business. The MiddleOak companies have a financial strength rating of A+ (Superior) by A.M. Best. For more information, please visit www.middleoak.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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