



HEMIC Selects Guidewire Products With Cloud Delivery Through PwC

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Hawaii-based work comp provider to use PwC-hosted Guidewire core, data, and digital products to improve business agility and lower costs

HONOLULU & FOSTER CITY, Calif.--(BUSINESS WIRE)--Nov. 14, 2016-- Hawaii Employers' Mutual Insurance Company (HEMIC), Hawaii's largest provider of workers' compensation insurance, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to Property/Casualty (P/C) insurers, today announced that HEMIC has selected Guidewire InsuranceSuite™, Rating Management, and Client Data Management as its policy administration, underwriting, rating, client data management, billing, and claims management platform. The company has also selected Guidewire DataHub™ and InfoCenter as its data management and analytics solutions, Guidewire Account Management Portal for Policyholders™ and Gateway Portal for Agents to enhance the digital experience of its policyholders and agents, and Smart Communications™ for customer communications management. Guidewire is a reseller of [Smart Communications](#), a Guidewire PartnerConnect™ Solution and Ready for Guidewire program member. HEMIC will be accessing the Guidewire products in a private cloud, with implementation, ongoing services, and support provided by PwC, a Guidewire PartnerConnect™ Consulting Premier member.

HEMIC selected Guidewire Core, Data, and Digital products, as well as PwC's InsuranceCloud solution offering, to provide an integrated foundation that offers a holistic user experience, transforming how they do business and enhancing their commitment to serving their agents and policyholders with superior customer service. The company will be implementing all of the products at the same time, running new business and converting renewals, as well as all historical and open claims, onto the new systems.

"The advanced capabilities of Guidewire's Core, Data, and Digital products will help our organization reduce expenses and enhance efficiency and service to our customers," said Regina Harris, Vice President, Underwriting, HEMIC. "We felt that a hosted, managed services approach would be the best one to take to enable our agents to focus on their core competency: providing our policyholders with the very best insurance and service we can offer, while easily offering self-service capabilities as an additional option for our policyholders."

"We were looking for a vendor that could provide all the systems we needed. After an intensive evaluation process, we selected Guidewire because we wanted a fully integrated and configurable suite of products to improve operational effectiveness, efficiency, and customer service," Harris continued. "Guidewire's product maturity and market share, as well as their responsiveness and industry knowledge, were important factors in our decision-making process. We were also impressed by the out-of-the-box functionality of the Guidewire products and are planning to implement as much of that functionality as possible."

Guidewire's portfolio of products and PwC's InsuranceCloud solution offering will enable HEMIC to:

- Enhance operational efficiency and productivity throughout the organization by standardizing policy administration, billing management and claims handling processes on a cohesive technology platform;
- Provide deeper insight due to better data and analytics;
- Increase customer satisfaction and lower overall expense ratio by offering lower cost self-service options to policyholders and agents; and
- Reduce time to value and increase business agility by leveraging cloud technology to minimize custom development and to implement multi-phased approaches to bring new products and product enhancements to market more quickly.

"We are honored that HEMIC is putting their trust in PwC and leveraging our PwC InsuranceCloud Solution offering to implement, host and manage HEMIC's core system," said Marc Gallo, Partner, PwC. HEMIC selected PwC as an implementation partner based on their workers' compensation experience, Guidewire expertise, the quality of the proposed team and their long-term commitment to the AASCIF community.

"HEMIC is the latest customer to leverage technology and flexible deployment models in order to enhance what they do best - provide a great experience for their policyholders, agents, and employees," said Ken Shapiro, Group Vice President, Americas Sales, Guidewire Software. "We applaud the company's commitment to helping ensure their ability to compete in the rapidly changing insurance marketplace, and we look forward to working with them and PwC on this project."

About Hawaii Employers' Mutual Insurance Company (HEMIC)

HEMIC is the State of Hawaii's leading workers' compensation insurance company, caring for more than 6,000 businesses and 75,000 workers across the Hawaiian Islands. Rated "A" for financial strength by A.M. Best, HEMIC is a mutual insurance company and has returned more than \$28 million dollars in dividends to its policyholders over the past ten years. An expert in safety, HEMIC helps employers prevent workplace injuries as well as care for injured workers. To learn more about HEMIC, please visit www.Hemic.com.

About PwC US

At PwC, our purpose is to build trust in society and solve important problems. PwC is a network of firms in 157 countries with more than 208,000 people who are committed to delivering quality in assurance, advisory and tax services. Find out more and tell us www.pwc.com/US.

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. 260 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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