



Crawford & Company's WeGoLook and Guidewire Software Form Solution Alliance

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Guidewire and WeGoLook announce WeGoLook's first Ready for Guidewire accelerator

ATLANTA & FOSTER CITY, Calif.--(BUSINESS WIRE)--Oct. 9, 2018-- Guidewire Software, Inc. (NYSE: GWRE), provider of the industry platform Property and Casualty (P&C) insurers rely upon, and WeGoLook® (WGL), a subsidiary of Crawford & Company®, the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities, today announced that WeGoLook® has joined Guidewire PartnerConnect™ as a Solution partner. In addition, the companies announced that WeGoLook's new *Ready for Guidewire* validated integration is now available to customers on the Guidewire Marketplace.

Currently available in the US, UK, and Canada, WeGoLook (www.wegolook.com) offers customers a network of over 40,000 on-demand field service resources. The WeGoLook accelerator gives the company's mutual customers the ability to access WGL's network of on-demand resources, called "Lookers," directly from Guidewire ClaimCenter™. By dispatching a Looker, claims handlers are able to obtain claims data and photos, anytime, anywhere, in a matter of hours for an economical rate. This information can then be used to perform damage and liability triage or desk-adjusting for low- to mid-complexity claims, reducing resourcing costs and turnaround times for claims settlement. The information is delivered directly back into the claims file within hours or days instead of weeks, allowing adjusters to focus on adjusting – increasing productivity and decreasing time to settlement. WeGoLook Lookers can also perform scene inspections for liability claims, automotive damage inspections, automotive claim scene investigations, document and asset pickup and delivery service, as well as site reports for underwriting information.

The WeGoLook accelerator for ClaimCenter offers additional benefits to claims organizations including:

- Rules engine-based workflow automation to submit Look requests – reducing cycle time and the need for staff to know the inspection or task type to request;
- Pre-filled order information which eliminates the chance of error and staff effort to rekey information in a separate portal;
- Seamless user experience within their own, familiar core claims system – which eases and improves adoption to realize maximum benefit;
- Direct delivery of the inspection data into ClaimCenter, with automated activity creation for claim handler or adjuster review;
- Ability to automate further downstream workflows based on structured data delivery into ClaimCenter.

Robin Smith, CEO and co-founder of WeGoLook, said, "Our partnership with Guidewire offers clients a direct integration with WeGoLook's field force. Efficiencies can help us deliver significant cost savings, as well as a reduction in turnaround times, with report delivery options between one and three days."

WeGoLook has a proven record of successfully supporting desk-estimating and claims-handling teams. With unmatched rural coverage and urban density, WeGoLook's ability to scale quickly ensures its customers' team's operations are able to handle any event. During the 2017 hurricanes in Florida, WeGoLook and its estimating partners were able to turn around damage estimates in 4.7 days when the industry average was 30+ days.

"We are pleased to welcome WeGoLook to the Guidewire PartnerConnect program as a *Solution* partner. This alliance will make it easy for our joint clients to leverage WeGoLook's distributed, on-demand network of field resources directly from ClaimCenter to deliver better claims customer experience, while improving efficiency," added Neil Betteridge, vice president, Strategy, Guidewire Software.

WeGoLook's new Guidewire accelerator makes all of these benefits immediately available within a carrier's existing Guidewire system. Whether a regional insurer is trying to reach new geographies or a national insurer is working to optimize their operations, the WeGoLook accelerator promises to help lower costs, improve efficiencies, and enable a higher level of customer satisfaction for the insurance industry.

For more information about WeGoLook accelerator, contact robin@wegolook.com.

About Crawford®

Based in Atlanta, Crawford & Company (NYSE: CRD-A and CRD-B) is the world's largest publicly listed independent provider of claims management solutions to insurance companies and self-insured entities with an expansive global network serving clients in more than 70 countries. The Company's two classes of stock are substantially identical, except with respect to voting rights and the Company's ability to pay greater cash dividends on the non-voting Class A Common Stock (CRD-A) than on the voting Class B Common Stock (CRD-B), subject to certain limitations. In addition, with respect to mergers or similar transactions, holders of CRD-A must receive the same type and amount of consideration as holders of CRD-B, unless different consideration is approved by the holders of 75 percent of CRD-A, voting as a class. More information is available at www.crawfordandcompany.com.

About Guidewire PartnerConnect and Ready for Guidewire

Guidewire PartnerConnect™ is a global network of select companies that provide consulting services and solutions to enhance, extend, and complement the capabilities of Guidewire products. Our worldwide community helps contribute to the success of our mutual customers in the P&C insurance industry by delivering Guidewire software implementations, value-add solution and technology offerings, and guidance on insurance industry best practices.

Ready for Guidewire accelerators developed by PartnerConnect *Solution* members have been rigorously reviewed by Guidewire, adhere to Guidewire

software design principles, and meet established criteria. The accelerators are published in the Guidewire Marketplace and are available for download by Guidewire customers at no charge.

Guidewire PartnerConnect is an invitation-only program. For more information about Guidewire PartnerConnect please visit <http://www.guidewire.com/partners/>.

About Guidewire Software

Guidewire delivers the industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries. For more information, please visit www.guidewire.com and follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).

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