



ISB Global Services Joins Guidewire PartnerConnect Solution Alliance Program; Publishes Ready-for-Guidewire Integration

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ISB's first Ready for Guidewire accelerator is now available in the Guidewire Marketplace and to help Canadian insurers streamline claims processing to improve customer experience

MILTON, Ontario & SAN MATEO, Calif.--(BUSINESS WIRE)--May 18, 2020-- Guidewire Software, Inc. (NYSE: GWRE), provider of the industry platform Property and Casualty (P&C) insurers rely upon, today announced that ISB Global Services (ISB), an industry leader in insurance document sourcing and background screening, has joined Guidewire PartnerConnect as a *Solution* partner. The companies also announced that ISB's new *Ready for Guidewire* validated [accelerator](#) is now available to Canadian insurers in the [Guidewire Marketplace](#).

ISB Global Services has been providing the Property and Casualty insurance industry with accelerated access to insurance documents, claims support, and a wide array of underwriting information for over 25 years. The company leverages its value-added insurtech solutions to simplify its customers' access to accurate, timely, and cost-effective business intelligence.

When processing claims, speed and efficiency are of topmost importance. Ninety-five percent of policyholders cite speed of settlement as important or very important to satisfaction with the claims experience ([from Accenture study as cited by NU Property Casualty 360](#)).

ISB Global Services' *Ready for Guidewire* accelerator for Guidewire ClaimCenter users helps insurers leverage the benefits of ISB's claims adjuster support services technology. The ISB solution helps adjusters understand the circumstances of a claim, giving them the information they need to efficiently make better decisions. The ISB accelerator for ClaimCenter enables adjusters to request reports via API calls, which are returned by ISB directly to ClaimCenter saving time as a result.

With the ISB *Ready for Guidewire* integration, claims adjusters can:

- Order claims products and services seamlessly from within ClaimCenter;
- Save time and effort on the ordering process as order details are pre-populated; and
- Receive reports and results from ISB directly back into their workflow in ClaimCenter.

"ISB Global Services is honored to partner with Guidewire to provide a solution that will support our insurance customers by streamlining order processing and improving productivity," said Michael Thompson, CEO, ISB Global Services. "For our adjuster community, we are delighted to help make the ordering process more efficient and give back valuable time during their busy day."

"We are excited to welcome ISB Global Services to the Guidewire PartnerConnect program and to offer their integrated solution in our marketplace," said Neil Betteridge, vice president, strategy, Guidewire Software. "We are pleased to enable our mutual carrier clients to quickly and efficiently leverage ISB's wide range of valuable information services in effectively assessing claims, helping to deliver an enhanced customer experience."

About ISB Global Services

Incorporated in 1994, ISB has since become the industry leader in insurance document sourcing. Over the years ISB has evolved its inventory of products and services to include a suite of employment background screening products to truly become a one-stop-shop service for both insurance based and corporate clients. ISB has developed regional product offerings and always remains compliant within privacy legislation throughout numerous geographic areas. Providing fully bilingual services also helps ISB assist clients no matter which province or territory they may be located in. ISB prides itself in outstanding customer service and is always looking for ways to improve processes for its customers. For more information, please visit www.isbglobalservices.com.

About Guidewire PartnerConnect

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. For more information about Guidewire PartnerConnect please visit <http://www.guidewire.com/partners/>.

About Guidewire Software

Guidewire delivers the industry platform that general 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. As of the end of our fiscal year 2019, we were privileged to serve more than 380 companies in 34 countries. For more information, please visit www.guidewire.com and follow us on twitter: [@Guidewire_PandC](#).

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