



ImageRight and Guidewire Announce Integrated Claims and Document Management Solution

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Integrated solution offers single, web-based desktop to all claims information and documents

Ga. and SAN MATEO, Calif., February 17, 2004:

ImageRight, a leading provider of document management and workflow solutions for insurers, and Guidewire Software, Inc., a leading provider of claims solutions to property and casualty insurers, today announced the immediate availability of an integrated claims processing and document management solution for the insurance industry. In addition, Guidewire has joined the ImageRight Business Alliance as a Gold Partner.

Many property and casualty claims organizations are struggling with legacy systems that provide little control over the claim process and offer no ability to manage electronic documents. The result is a highly manual process in which information is buried in thick paper files, with adjusters receiving little or no claim handling guidance from the claims system. By collaborating to integrate the Guidewire ClaimCenter claims system and the ImageRight document management system, the two companies provide claims organizations a single, web-based desktop to all claim information and documents, dramatically improving both information sharing and collaboration throughout the entire claim process.

"Property and casualty insurers must seek more efficient document and process management for claims," said Kimberly Harris, research director, Gartner. "Insurers must look for new solutions to help re-engineer their core business processes to become more efficient and competitive."

This ImageRight-Guidewire combination leverages the existing capabilities of leading solutions for document management and claims management. ImageRight provides robust document management, rendering, and storage capabilities, enabling insurers to manage documents in any format, from any source. Guidewire ClaimCenter is an advanced claims process management system that uses flexible business rules to manage the end-to-end claim process and improve claim outcomes; ClaimCenter users can access claim information, litigation, subrogation, salvage, notes, activities, contacts, and all financial transactions from a single, web-based interface.

With the ImageRight and Guidewire ClaimCenter integration:

- Electronic documents are generated from correspondence templates and stored as part of the electronic claim file for later shared access.
- Paper documents are scanned into electronic form and automatically attached to the claim file for access by claim handlers.
- Workflow activities are automatically generated and assigned to appropriate adjusters in response to new documents.
- Claim adjusters access all claim information, activities, reserve and payment transactions, and documents from a single, web-based user interface, without the need to toggle between applications.

"The combination of Guidewire's claims management expertise and our document management expertise provides a comprehensive solution to insurers looking for a modern, paperless claims solution," said Skip Morris, vice president of marketing at ImageRight. "We are pleased to welcome Guidewire into the ImageRight Business Alliance, and to offer our fully integrated solution to the market."

"ImageRight shares our dedication to the insurance industry and our deep commitment to customer success," said James Kwak, vice president of marketing at Guidewire Software. "This collaborative solution offers insurers the option of a fully-featured document management solution, with a proven integration to Guidewire ClaimCenter."

About ImageRight

ImageRight's Insurance Focused Document Management and Advanced Workflow solution delivers unprecedented productivity gains and customer service improvements for over 180 insurance companies. Every feature and function of the solution was developed at the request of an insurance professional from our many clients. ImageRight is truly the Document Management & Workflow Solution That Insurance Built! www.imageright.com.

About Guidewire Software

Guidewire Software is a provider of core system software to the global Property/Casualty (general) insurance industry. Designed to be flexible and scalable, Guidewire solutions give insurers the capability to deliver excellent service, increase market share and lower operating costs. Guidewire InsuranceSuite™, consisting of Guidewire PolicyCenter®, Guidewire ClaimCenter® and Guidewire BillingCenter® spans the key functional areas in insurance – underwriting and policy administration, claims management, and billing. Guidewire is headquartered in San Mateo, California, with offices in Beijing, Dublin, Hong Kong, London, Munich, Paris, Sydney, Tokyo, and Toronto. For more information, please visit www.guidewire.com.