State Auto Insurance Companies Selects Guidewire for Claims Management

January 5, 2011

Guidewire ClaimCenter® provides flexible, configurable claims platform to help State Auto take customer service and claims management to next level

COLUMBUS, Ohio and SAN MATEO, Calif., January 5, 2011:

State Auto Insurance Companies (State Auto), and Guidewire Software, a leading provider of flexible core systems to property/casualty insurers, today announced that State Auto has selected Guidewire ClaimCenter as its next generation, end-to-end claims management system. State Auto will deploy ClaimCenter for all its lines of business.

Recognizing the limitations of its existing claims system, State Auto looked for a new one to help the company improve on its high service standards. To best meet growing business and customer needs, State Auto wanted a scalable, configurable system that its IT department could make changes to internally. It wanted assurances that the system would be upgradeable so the company could benefit from future vendor enhancements. The new claims system also needed to be highly functional and easy-to-use.

"Guidewire ClaimCenter best met our overall requirements and will enable us to easily configure system changes on our own, so that we can quickly respond to the needs of our business users," said Doug Allen, chief information officer, State Auto.

"State Auto associates will enjoy working with one easy-to-use, yet highly functional, claims system," said Stephen Hunckler, chief claims officer, State Auto. "We're excited to get our ClaimCenter project underway with the assistance of PwC*, our lead consultant, and Guidewire and we're looking forward to the service benefits we'll be able to provide our customers."

ClaimCenter will enable State Auto to:

- Use a single system to manage claims for all its lines of business, reducing the number of systems adjusters work with and IT supports - thereby increasing efficiencies;
- Gain better insight into claim operations to drive process and service improvements;
- Integrate with any internal and third party systems for a more seamless claims handling approach and customer experience;
- Configure system changes internally to better keep pace with changing business and regulatory conditions.

"State Auto is a most welcome addition to our customer family," said Marcus Ryu, chief executive officer, Guidewire Software. "With ClaimCenter's configurability and clear upgrade path for continuous improvement, State Auto will be well equipped to quickly respond to changing business conditions and customer needs for many years to come."

Guidewire ClaimCenter® is a leading end-to-end claims management system, built from the ground up to meet the specific needs of today's property/casualty insurers. ClaimCenter's flexible business rules enable claims organizations to define, enforce, and continually refine their preferred claim handling practices in order to optimize and monitor their claim processes. ClaimCenter is in use by insurers of all sizes across all product lines to improve speed and accuracy, reduce loss adjustment expense, and enable proactive management of claims. ClaimCenter is available as a standalone system or as part of the Guidewire Insurance Suite™, and can be integrated to an insurer's legacy systems or third party applications.

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.

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