



Customers Give Guidewire Software High Marks in Novarica ACE Rankings Survey

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Guidewire ClaimCenter® receives a score of 91 out of 100 for "overall customer satisfaction"

SAN MATEO, Calif., September 10, 2008:

Guidewire Software®, a leading global provider of solutions to property and casualty insurers, today announced that its ClaimCenter claims management solution has received a score of 91 for "overall customer satisfaction" (out of a possible score of 100) in a new Novarica ACE Ranking™ report published by research and advisory firm Novarica (www.novarica.com).

The Novarica ACE Rankings document the "Average Customer Experience" of insurers with various technology solutions. These rankings help insurers evaluate technology vendors based on peer experience – each ranking is based on the results of an independent customer satisfaction survey of five insurers with direct experience with that solution. Novarica verifies every response with the insurer directly.

Novarica's ACE Ranking categories include: overall customer satisfaction, staff, organization, and product functionality, and technology. These scores are averaged for an overall "Average Customer Experience" ranking.

"We are pleased to include Guidewire ClaimCenter in our first wave of Novarica ACE Ranking™ reports," said Matthew Josefowicz, director of insurance practice, Novarica, and lead researcher of the Novarica ACE Rankings project. "ClaimCenter is the first claim system that has been ranked. It scored an average of 89 in total including scores for overall customer satisfaction at 91 and technology at 90."

"We are very gratified by these results. On behalf of the Guidewire team I'd like to thank Novarica for putting the ranking together and, most importantly, our customers who participated in it," said John Raguin, chief executive officer, Guidewire Software. "Our track record of customer success is what sets us apart in the marketplace. These scores reflect that and we look forward to maintaining or exceeding them."

To get your copy of the Novarica ACE Ranking on Guidewire ClaimCenter please visit: http://success.guidewire.com/Novarica_ACE_Ranking_2008_LP.html.

About Novarica ACE Rankings

Novarica ACE Rankings are produced independently and are not sponsored by vendors. Novarica solicits rankings directly from its own network of insurer contacts as well as offering vendors the opportunity to direct clients to the survey. Vendors have no input into the results of the survey other than the opportunity to direct clients to the survey. Individual client responses are kept confidential from the referring vendor. For more information on Novarica and on the ACE Rankings, please visit <http://www.novarica.com/acerankings/>.

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.