



GuideOne Insurance Selects Guidewire Solution for Claims Management

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Guidewire ClaimCenter® to simplify the end-to-end claims management lifecycle for national market niche insurer

WEST DES MOINES, Iowa & SAN MATEO, Calif.--(BUSINESS WIRE)--Jun. 11, 2012-- GuideOne Insurance, a national niche market insurer, and Guidewire Software, Inc. (NYSE:GWRE), a provider of core system software to Property/Casualty insurers, today announced that GuideOne has selected Guidewire ClaimCenter® as its new claims management system. ClaimCenter will be deployed for the Workers' Compensation line of business first, followed by GuideOne's other lines. GuideOne has teamed with Guidewire PartnerConnect™ alliance member, PricewaterhouseCoopers, and Guidewire for the implementation.

GuideOne Insurance sought to simplify its claims operations by consolidating the number of systems its adjusters need to do their jobs and by automating many of the routine tasks involved in the claims process so that adjusters could focus their attention on better servicing their customers and agents. The company also sought to modernize its claims platform to ensure that it has a solid technology foundation for future growth.

"We wanted to ensure that our employees have the best technology available to help them to do their jobs as efficiently and effectively as possible," said Roger Nebergall, Director, Property/Casualty Claims, GuideOne Insurance. "ClaimCenter will not only support their efforts it will also enable us to offer more robust and flexible customer- and agent-facing services."

ClaimCenter will help GuideOne Insurance achieve operational efficiencies including:

- At-a-glance status on all claims;
- Single system sign-on eliminating the need for repetitive data entry;
- Simplified first notice of loss and correspondence generation processes;
- Automatic claims assignment and workload balancing; and
- Automated adjuster workplans and adjuster reporting capabilities.

"Guidewire's insurance expertise, market reputation and professionalism were key factors in our selection process," Nebergall added. "We are excited about the claims handling best practice processes we will be able to implement and the overall visibility we will gain into our claims operations."

"We are happy to welcome GuideOne Insurance to the Guidewire customer family," said Marcus Ryu, Chief Executive Officer, Guidewire Software. "We are looking forward to helping them achieve success with their claims transformation project."

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 Guidewire InsuranceSuite™, and can be integrated to an insurer's legacy systems or third party applications.

About GuideOne Insurance

Founded in 1947 and headquartered in West Des Moines, Iowa, GuideOne Insurance is one of the nation's largest church insurers, with about 43,000 church policyholders. GuideOne also insures private schools and colleges, as well as senior living communities. In 1999, the company created the [GuideOne Center for Risk Management®](#) in order to help churches and faith-based organizations safeguard their ministries. This effort was expanded in 2008 with the launch of [SafeChurch®](#), the most comprehensive church risk management resource available. GuideOne's personal lines products include auto and homeowners insurance. GuideOne is licensed to do business in all 50 states and markets its products and services through nearly 1,600 independent and career agents. The company carries an A "Excellent" rating from A.M. Best.

About Guidewire Software

Guidewire Software is a provider of core system software to the global Property/Casualty (general) insurance industry. Our solutions serve as the transactional systems-of-record for, and enable the key functions of, a Property/Casualty insurance carrier's business: underwriting and policy administration, claims management and billing. Designed to be flexible and scalable, Guidewire solutions give insurers the capability to increase market share – while lowering 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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