



Guidewire Claims Solution Named Best-in-Class for User Experience, Workflow Automation, Business Process Optimization and Enterprise Support by Independent Research Firm

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SAN MATEO, Calif.--(BUSINESS WIRE)--Jun. 14, 2012-- Guidewire Software, Inc. (NYSE:GWRE), a provider of core system software to Property/Casualty (P/C) insurers, today announced that Guidewire ClaimCenter® has been recognized as best-in-class for user experience, workflow automation, business process optimization and enterprise support in the CEB TowerGroup, *Claims Management Systems Technology Analysis, 2012* report.

The CEB TowerGroup technology analysis report is designed to identify key components of a technology investment decision and effectively compare vendor technology products. The CEB TowerGroup technology analysis process provides a customer-driven, transparent, and unbiased review designed to drive informed business decisions. The Technical Analysis Extract from the report can be downloaded [here](#).

By combining qualitative and quantitative data from interviews with industry experts, financial institutions, and vendors, and its surveys of insurance carriers, CEB TowerGroup identified 21 attributes that define a “best-in-class” claims management technology. These attributes are grouped into four categories that highlight an insurance firm’s user, customer and enterprise needs. Vendor rankings are based on its proprietary five- point rating scale for each of the 21 “best-in-class” attributes. The top vendors were designated as key performers based on their composite scores in each of the technology categories below. Guidewire ClaimCenter was named best-in-class in the four report categories:

- **User Experience** - those attributes that directly contribute to enhancing the productivity of a claims organization’s employees.
- **Workflow Automation** - those attributes that streamline the claims process by automating preexisting manual workflows.
- **Business Process Optimization** - those attributes that allow claims managers and analysts to gain insight into existing processes and continually improve them.
- **Enterprise Support** - those attributes that influence the enterprise’s on-going relationship with the vendor and their exposure to risk during the investment process.

“Modern claims management systems are imperative,” said Karen Pauli-Bradshaw, research director, CEB TowerGroup. “Meeting consumer and distributor expectations while addressing expense issues requires leading edge technology particularly from vendors that clearly understand the claims space. Companies such as Guidewire bring technology and business expertise, and partner with their customers to execute new business functionality to drive operational improvement.”

“CEB TowerGroup has recognized that best-in-class is determined by a number of criteria which take into consideration how an offering, like ClaimCenter, impacts an insurance company’s claims staff, customer, and enterprise needs. We appreciate this broader view of the claims experience and process automation that truly determines best-in-class,” said Marcus Ryu, chief executive officer, Guidewire Software. “We are pleased with this recognition and thank CEB TowerGroup for conducting the analysis and producing the report.”

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 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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