



Promutuel Insurance Deploys Guidewire Solution for Claims Management

March 20, 2014

Canadian Property/Casualty insurer now in production with Guidewire ClaimCenter® - ahead of schedule and under budget

QUEBEC CITY, Quebec & FOSTER CITY, Calif.--(BUSINESS WIRE)--Mar. 20, 2014-- Promutuel Insurance, one of Quebec's largest Property/Casualty (P/C) insurers, and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to P/C insurers, today announced that Promutuel Insurance has successfully implemented Guidewire ClaimCenter® as its new claims management system for all lines of business. Guidewire PartnerConnect™ Affiliate member and Canadian system integrator, V-NEO, led the implementation project and worked in close collaboration with Promutuel Insurance and Guidewire Software.

Promutuel Insurance sought a system that would enable it to consolidate and standardize multiple claims handling systems and business processes across its 26 independent mutual companies. The company also wanted to provide high levels of customer service, enhance its vendor management capabilities, reduce claims cycle times, and increase productivity.

After deploying ClaimCenter in a phased implementation approach, Promutuel Insurance is now live on ClaimCenter across all of its personal, commercial and farm lines of business. Despite multiple internal and external integrations involved in the project, ClaimCenter was deployed eight months earlier than expected, and the implementation came in under-budget as well. Promutuel Insurance won an [OCTAS award](#), an esteemed recognition from the Quebec IT industry, for the project last year.

"We are satisfied with the business and IT benefits we have already received from ClaimCenter," said Daniel Carrier, IT development director at Promutuel Insurance. "Our staff previously had several administrative tasks to complete to file a claim, but due to the automation of these tasks, thanks to ClaimCenter, our staff has been empowered to focus on more high-value services to customers. We are pleased that ClaimCenter has helped us cut approximately 75 percent of our clerical work."

ClaimCenter is enabling Promutuel Insurance to:

- Realize faster claims cycle times for better customer service;
- Manage claims with a consistent system and processes across its entire group of mutual companies; and
- Improve data analytics and reporting capabilities.

"We experienced a rain catastrophe in Quebec shortly after implementing ClaimCenter, and we were amazed with the ease in which we could handle claims resulting from the catastrophe," said Simon Bédard, claims manager at Promutuel Insurance. "We could get the Key Performance Indicators (KPIs) we needed in near real-time versus having to wait a week for the data to be available due to batch processing requirements."

"We congratulate Promutuel Insurance on the success of their ClaimCenter implementation," said Alex Naddaff, vice president, Professional Services, Guidewire Software. "We admire the importance Promutuel puts on continuously improving its business, including its claims handling processes and systems, and we are proud to have partnered with them on this 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 Promutuel Insurance

Promutuel Insurance ranks among the largest general insurers in Quebec. Also active in the financial security fields, the Groupe is known for its financial solidity, the high quality of its products and the excellence of its customer service. Promutuel has more than 1,700 employees working to serve 575,000 insured. The Groupe's mission is to promote and offer insurance and financial service products that meet and exceed the insured-members' and clients' expectations. To this end, it provides personalized service of the highest quality and encourages the mutualist values that have guided its actions for close to 160 years. For more information, please visit www.promutuel.ca.

About Guidewire Software

Guidewire builds software products that help Property/Casualty insurers replace their legacy core systems and transform their business. Designed to be flexible and scalable, Guidewire products enable insurers to deliver excellent service, increase market share and lower operating costs. Guidewire InsuranceSuite™ provides the core systems used by insurers as operational systems of record. Additional products provide support for data management, business intelligence, anytime/anywhere access and guidance and monitoring. More than 150 Property/Casualty insurers around the world have selected Guidewire. For more information, please visit www.guidewire.com. Follow us on twitter: [@Guidewire_PandC](#).

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, Guidewire BillingCenter, Guidewire InsuranceSuite, Guidewire PartnerConnect, Guidewire SolutionConnect, Deliver Insurance Your Way, and the Guidewire logo are trademarks, service marks, or registered trademarks of Guidewire Software, Inc. in the United States and/or other countries.



Source: Guidewire Software

Guidewire Software, Inc.
Diana Stott, +1-650-356-4941
Director, Communications
dstott@guidewire.com

or

Promutuel Insurance
Emilie Dick-Roy, +1-800-510-4630, poste 2120
Public Relations Consultant
emilie.dick-roy@promutuel.ca