GUIDEWIRE

Mitsui Direct Deploys Guidewire System for Claims Management

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Guidewire ClaimCenter's flexibility is helping Japanese direct general insurer experience improved operational efficiencies and enhanced functionality

TOKYO & FOSTER CITY, Calif.--(BUSINESS WIRE)--May 18, 2014-- Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to general (Property/Casualty) insurers, today announced that Mitsui Direct General Insurance Company, Ltd. (Mitsui Direct), a major Japanese direct general insurance company under the MS&AD Insurance Group, has now fully deployed Guidewire ClaimCenter® as its new auto insurance claims management system as of February 25, 2014. ClaimCenter is being used to process new claims at 14 Mitsui Direct sites in Japan and MSK Anshin Stations K.K., an intragroup call center, who accept accident claims nationwide.

ClaimCenter is enabling Mitsui Direct to deliver more cost effective and high quality insurance services

In 2012, Mitsui Direct decided to select a new auto insurance claims management system for improved cost efficiencies and to provide high quality insurance services against a backdrop of a changing general insurance market and increased competition. After comparing and considering multiple claims systems including ClaimCenter, a self-developed system, as well as exploring the option of making a significant upgrade to its existing system, the decision was made in April 2012 to select Guidewire ClaimCenter, due to the substantial benefits it would bring.

Agile methodology adopted to allow Mitsui Direct to tailor ClaimCenter to meet its requirements and business needs

In order to develop its "JTS System", as ClaimCenter is known internally at the company, Mitsui Direct used Agile for the first time enabling it to customize ClaimCenter to suit its business requirements. A development room was established adjacent to the claims management (adjudication) department right from the outset of the implementation project, for staff from both the claims management (adjudication) and IT planning departments, allowing for a more collaborative and flexible system development process.

Yojiro Sakai, manager of the claims management (adjudication) department, commented on the development process: "Adopting Agile methodology was an innovative approach for our company. In particular, we discussed the various functionality and prerequisites needed for our business while actually looking at the screen and we were able to make adjustments along the way as needed."

ClaimCenter is improving customer service due to enhanced efficiencies, the standardization of claims handling, and better insight into claims operations

ClaimCenter is enabling Mitsui Direct to:

- Better communicate with customers based on their preferences, and in turn, more quickly meet customer expectations by providing easy access to Mitsui Direct's online customer support platform;
- More quickly handle claims due to centrally managed claims data;
- Gain better insight into auto accident claim operations to drive process and service improvements;
- Enjoy a more efficient claims intake process, specifically accident reports, through direct data input; and
- Leverage an enhanced search feature that helps to quickly find auto repair shops in the event of an accident, for example.

"We congratulate Mitsui Direct on their successful implementation of Guidewire ClaimCenter," said Ian Tavener, vice president, Asia Pacific, Guidewire Software. "We admire Mitsui Direct's dedication to improving their customer service offerings and reducing operational costs and are proud to have played a role in 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 Mitsui Direct General Insurance Company, Ltd.

Mitsui Direct General Insurance Company is one of the leading direct insurance companies underwriting Personal Automotive and Medical Insurance by Internet or phone. Mitsui Direct started business in June 2000, and currently manages approximately 850,000 insurance policies. Part of the MS&AD Insurance Group, Mitsui Direct is pursuing a unique direct insurance business model, offering advanced, high-quality insurance services, and professional, sympathetic accident services. For more information, please visit www.mitsui-direct.co.jp/.

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

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