



## Guidewire System for Claims Transformation Broadly Deployed by CSAA Insurance Group

March 5, 2015

*Guidewire ClaimCenter® helps to standardize claims management platform*

FOSTER CITY, Calif.--(BUSINESS WIRE)--Mar. 5, 2015-- Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to property/casualty insurers, today announced that CSAA Insurance Group, a AAA Insurer, broadly deployed Guidewire's ClaimCenter ® to manage its claims operations for all lines of business.

CSAA Insurance Group broadly deployed ClaimCenter to help it consolidate multiple systems (attained through acquisition) and to help enable the delivery of a simple, personal and proactive, customer-centric claims experience to its customers. The company also sought to enhance its operational efficiencies and product growth, support business processes in a cost effective manner, and establish a foundation that can be leveraged for quick product changes.

Commencing in October 2012, with an initial pilot deployment for glass claim handling, the design, development, and implementation program included several internal and external integrations. The pilot and subsequent implementations also included the conversion of both open and closed claims to enable the business to work solely on ClaimCenter. This allows for decommissioning of multiple legacy platforms. CSAA Insurance Group is now in production with ClaimCenter for all of its lines of business.

"The broad deployment of ClaimCenter is the culmination of many people's contributions," said Joe Tonkovich, general manager and business program owner, Claims, CSAA Insurance Group. "This implementation provides an opportunity to further improve our claims technology services."

"We congratulate CSAA Insurance Group on their successful implementation of ClaimCenter," said Mike Polelle, chief customer officer, Guidewire. "We admire CSAA Insurance Group's dedication to providing high levels of customer service and are honored that ClaimCenter contributes to further enhancing the quality of their insurance services."

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 CSAA Insurance Group, a AAA Insurer**

CSAA Insurance Group, a AAA Insurer, offers automobile, homeowners, and other personal lines of insurance to AAA members through partnerships with AAA clubs in 23 states and the District of Columbia. Founded in 1914, CSAA Insurance Group is rated A+ by A.M. Best and is one of the [top 20](#) personal lines property casualty insurance groups in the United States according to the National Association of Insurance Commissioners. The company was also named one of the 50 most community-minded companies in America by [Points of Light](#) in 2014.

### **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 180 Property/Casualty insurers around the world have selected Guidewire. For more information, please visit [www.guidewire.com](http://www.guidewire.com). Follow us on twitter: [@Guidewire\\_PandC](#).

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