



Zurich Selects Guidewire for Swiss Claims System

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Swiss insurer plans end-to-end business transformation to support multi-channel customer engagement

ZURICH, LONDON, & FOSTER CITY, Calif.--(BUSINESS WIRE)--Apr. 20, 2015-- Zurich Insurance Company Ltd., Switzerland and Guidewire Software, Inc. (NYSE:GWRE), today announced that Zurich Switzerland has selected Guidewire ClaimCenter® as its new platform for all lines of business. Implementation is supported by Guidewire PartnerConnect™ member EY in close collaboration with Guidewire.

As part of a strategic initiative to provide customer service suited to meet current and future needs, Zurich Switzerland wanted a modern system that could enable multi-channel customer interaction, along with improved workflow and related efficiency benefits. It saw in Guidewire ClaimCenter a mature and proven system that would readily integrate with existing systems and support customer interaction across multiple platforms.

ClaimCenter will enable Zurich Switzerland to:

- strengthen customer engagement;
- provide a modern system, supporting customers on an omni-channel basis, including a range of self-service offerings;
- increase speed of interaction with customers; and,
- implement a claims system for all lines of business, bringing improved effectiveness and efficiencies.

“We are confident that Guidewire ClaimCenter is the right platform to support us in delivering next generation claims handling service to our customers,” commented Max Schönholzer, chief claims officer, Zurich Switzerland. “While increasing customer engagement, it will also empower our staff to be effective in their roles.”

“ClaimCenter, as a state-of-the-art system, provides us with improved workflow and efficiency benefits and allows us to re-think and improve our service approaches,” added Christoph Borgmann, chief operating officer, Zurich Switzerland. “Upgradeable, it will help us transform our business and ensure we stay up-to-date with evolving technology trends.”

“At EY we are extremely proud to have been chosen as Zurich’s trusted implementation partner. With the selection of Guidewire, Zurich will continue to lead the way through a technology-enabled end-to-end transformation, providing a competitive advantage in a fast-moving general insurance market,” commented Achim Bauer, EY’s global client service partner for Zurich Insurance Group.

“Guidewire is very pleased to have been selected by Zurich Switzerland to be its claims system partner,” said Keith Stonell, managing director, Guidewire EMEA. “We are proud of the successes we have helped other Zurich entities achieve and are very much looking forward to working with the Swiss team to further enhance the quality of service for their customers.”

Guidewire ClaimCenter® is a leading end-to-end claims management system, built from the ground up to meet the specific needs of today’s General 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 the Guidewire InsuranceSuite™, and can be integrated to an insurer’s legacy systems or third party applications.

About Zurich Insurance

Zurich Insurance Group (Zurich) is a leading multi-line insurer that serves its customers in global and local markets. With more than 55,000 employees, it provides a wide range of general insurance and life insurance products and services. Zurich’s customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations, in more than 170 countries. The Group is headquartered in Zurich, Switzerland, where it was founded in 1872. The holding company, Zurich Insurance Group Ltd (ZURN), is listed on the SIX Swiss Exchange and has a level I American Depositary Receipt (ZURVY) program, which is traded over-the-counter on OTCQX. Further information about Zurich is available at www.zurich.com.

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About Guidewire Software

Guidewire builds software products that help general 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 general insurers around the world have selected Guidewire. For more information, please visit www.guidewire.com. Follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).

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