



## RSA Canada Selects Guidewire System for Claims Management

May 5, 2015

*ClaimCenter enables RSA Canada to deliver faster and more efficient servicing for Customers and Brokers*

TORONTO & FOSTER CITY, Calif.--(BUSINESS WIRE)--May 5, 2015-- Royal & Sun Alliance (RSA) Insurance Company of Canada, a leading Canadian general insurer, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to general insurers, today announced that RSA Canada has selected Guidewire ClaimCenter® as its claims management system.

RSA Canada selected ClaimCenter as a key enabler to support and deliver RSA Canada's business transformation focused on delivering an exceptional customer and broker experience. RSA Canada is investing in tools and digital processes that provide simpler, faster and more consistent service to their customers and brokers. ClaimCenter consolidates RSA Canada's current multiple claims systems and will be deployed across all of RSA's core lines of business incorporating best practices in claim management.

"ClaimCenter is a key component in providing our customers and brokers with faster more reliable and consistent service by ensuring our claims service is as straightforward and hassle free as possible. Guidewire ClaimCenter is an integral part of our transformation program and will enable us to be flexible and responsive to the changing demands of the modern insurance market place," said Sid Chopra, RSA Canada's Senior Vice President of Operations and Chief Operating Officer.

ClaimCenter will enable RSA Canada to:

- Improve customer service through proactive claims management resulting in higher quality data capture and an increased emphasis of express (low-touch) adjusting when applicable;
- Achieve significant loss control, indemnity benefits, and operational efficiency through a consistent application of best practices, streamlined processes and increased agility; and
- Create a solid and consistent operating platform to leverage future technologies.

"ClaimCenter's functionality, maturity, and proven implementation track record, (as well as Guidewire's partner ecosystem) were key considerations in our selection process. ClaimCenter enables us to deliver faster and more effectively in servicing our customers and brokers," said RSA Canada's Senior Vice President of Information Technology and Chief Information Officer, Paula Sinclair. "Implementing Guidewire supports our vision to remain a top insurer in Canada and provide the best service to our customers and brokers."

"We are pleased to welcome RSA Canada to our customer community," said Steve Sherry, Group Vice President, America Sales, Guidewire. "ClaimCenter is an ideal match to help the team at RSA Canada achieve its business and customer service transformation objectives. We look forward to taking this journey with them."

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 RSA Group

With a 300 year heritage, RSA is one of the world's leading multinational quoted insurance groups. RSA has major operations in the UK, Scandinavia, Canada, Ireland, Asia and the Middle East, Latin America and Central and Eastern Europe and has the capability to write business in around 140 countries. Focusing on general insurance, RSA has around 19,000 employees and in 2014, its net written premiums were £7.5 billion.

### About Guidewire Software

Guidewire builds software products that help General (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 General 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](https://twitter.com/Guidewire_PandC).

NOTE: Guidewire, Guidewire Software, Guidewire ClaimCenter, Guidewire PolicyCenter, Guidewire BillingCenter, are registered trademarks of Guidewire Software, Inc. in the United States and/or other countries.

Source: Guidewire Software, Inc.

Guidewire Software, Inc.  
Diana Stott, +1-650-356-4941  
Director, Communications  
[dstott@guidewire.com](mailto:dstott@guidewire.com)  
or  
RSA Canada

Karen Jury, 647-776-7504  
Director, Communications  
[Karen.Jury@rsagroup.ca](mailto:Karen.Jury@rsagroup.ca)