



CAA Insurance Company Selects Guidewire Digital Products to Enhance Customer Experience

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Canadian auto and property insurer to offer improved self-service functionality to members

ONTARIO, Canada & FOSTER CITY, Calif.--(BUSINESS WIRE)--Sep. 21, 2015-- CAA Insurance Company (Ontario), a provider of auto and property insurance to clients in Ontario and the Maritimes, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to Property/Casualty (P/C) insurers, today announced that CAA Insurance has selected Guidewire Quote and Buy Portal™ and Guidewire Account Management Portal for Policyholders™ to enhance its users' digital experience.

CAA Insurance selected Quote and Buy Portal and Account Management Portal for Policyholders to modernize its current system and enhance the online experience of its members. The company is planning to implement the portals across its personal lines of business in the provinces where it operates.

"Our positive experiences with the innovation and quality of InsuranceSuite were important factors in our selection of Quote and Buy Portal and Account Management Portal for Policyholders," said Matthew Turack, division president, Insurance, CAA South Central Ontario. "We are excited about the added functionality we will be able to offer to our policyholders, which builds on the brand and reputation we've established in the Canadian P/C industry."

Quote and Buy Portal and Account Management Portal for Policyholders will enable CAA to:

- Improve self-service quoting and policy management capabilities for its members;
- Increase website traffic and better compete in the market; and
- Increase market responsiveness and lower total cost of ownership by bringing portal management in-house.

"We were looking for a solution that would integrate efficiently with our other systems and allow us to control the look and feel of our online presence to our members," said Robin Joshua, director, Risk Management and Underwriting, CAA Insurance. "Since InsuranceSuite is already providing tremendous benefits to our agents and policyholders, we naturally gravitated toward Guidewire Digital Portals™ and have not been disappointed in what we've seen."

"We welcome CAA as our latest Digital Portals customer," said Steve Sherry, group vice president, Americas Sales, Guidewire Software. "We applaud CAA's commitment to customer service, and are proud to partner with them on this effort."

Guidewire Digital Portals™ is a portfolio of portals that allow insurers to expose Guidewire InsuranceSuite™ functionality to external stakeholders such as policyholders, agents/brokers and vendors through the web and mobile devices. Insurers can extend the value of their Guidewire core system investment to drive new business, increase operational efficiency, and improve customer service through digital channels. Each individual product has been developed to meet a targeted need for a specific user group (e.g. Quote and Buy for Policyholders). The underlying architecture of the products has been designed to directly leverage InsuranceSuite functionality without duplication, enabling quick response to market needs and lowering total cost of ownership, all on a future ready technology.

About The Canadian Automobile Association Insurance Company

CAA South Central Ontario (CAA SCO) is the largest Canadian Automobile Association club with over 2 million Members in our territory. CAA SCO is a not-for-profit auto club offering Roadside Assistance, automotive services, Travel, Home and Auto Insurance and Travel Medical Insurance. For more than 100 years, CAA SCO has been an innovative leader committed to meeting and exceeding the needs of Canada's motoring and travelling public.

CAA is a federation of nine affiliated automobile clubs. Each CAA club is an independent, not-for-profit organization, chartered and incorporated in its own province and controlled by its own Board of Directors. CAA is affiliated with the American Automobile Association.

For more information, please visit www.caasco.com.

About Guidewire Software

Guidewire delivers the software that Property/Casualty (P/C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core processing, data and analytics, and digital engagement – into a technology platform that enhances insurers' ability to engage and empower their customers and employees. More than 200 P/C 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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