



Seibels Selects Guidewire System for Claims Management and Enhanced Customer Experience

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Guidewire ClaimCenter® to enhance operational efficiencies and customer service capabilities

COLUMBIA, S.C. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Jan. 5, 2016-- The Seibels Bruce Group, Inc. (Seibels), an insurance services provider of business process outsourcing solutions, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to Property/Casualty (P/C) insurers, today announced that Seibels has selected Guidewire ClaimCenter® as its new claims management system. Seibels also selected Guidewire Claim Portal™ for Policyholders and Claim Portal for Vendors as its new customer- and vendor-facing portals for claims functions.

ClaimCenter, Claim Portal for Policyholders, and Claim Portal for Vendors will replace Seibels' internally-developed claims management system and online claims portal, offering the company new capabilities to help more efficiently and effectively deliver on its service commitments to clients and vendors while also improving employee satisfaction. Seibels is implementing the products for its Property and Workers' Compensation lines of business in all states in which it operates.

Dester Terry, president and chief claims officer, Seibels Claims Solutions said, "We offer our customers comprehensive claims administration services and we view our adoption of ClaimCenter, Claim Portal for Policyholders, and Claim Portal for Vendors as instrumental in our ability to continue enhancing our service capabilities going forward. We are also excited to provide our employees with the best technology possible to do their jobs."

ClaimCenter, Claim Portal for Policyholders, and Claim Portal for Vendors will enable Seibels to:

- Leverage industry claims management best practices to obtain better visibility into claims handling operations;
- Improve operational efficiencies, enhance data and analytics, and reduce overall costs by standardizing on a modern software technology platform to enrich the overall claims experience for policyholders;
- Empower policyholders and vendors with self-service claim functionality; and
- Bring new products and product enhancements to market more quickly.

"We were impressed by Guidewire's industry reputation and commitment to its customers," said Helmut Tissler, chief information officer, Seibels. "Seibels' suite of business process outsourcing solutions will be strengthened by Guidewire's technology."

"We welcome Seibels as a ClaimCenter and Claim Portal customer," said Steve Sherry, group vice president, Americas Sales, Guidewire Software. "We look forward to helping Seibels adapt and succeed in its journey to enhance its service capabilities."

About Seibels

Seibels provides a suite of [business process outsourcing solutions](#) to the property and casualty insurance industry, including policy administration, claims administration, technology and accounting and reporting services. From its start as a fire and life insurance company in 1869, Seibels has evolved and prospered over the past 145+ years. By leveraging a strong combination of insurance industry and technology expertise, Seibels helps today's property and casualty insurers achieve operational efficiency. Seibels recognizes the value of quality customer service, strong client relations, continuous innovation and integrity. For more information, please visit www.seibels.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](#).

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