Donegal Insurance Group Deploys Guidewire Solution for Billing

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Guidewire BillingCenter® delivers flexibility and enhanced service levels to customers and agents

MARIETTA, Pa. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Mar. 2, 2016-- Donegal Insurance Group, a group of insurance companies providing full lines of personal, farm, and commercial insurance, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to P/C insurers, today announced that Donegal Insurance Group has successfully implemented Guidewire BillingCenter® as its new billing solution.

Following a successful ClaimCenter deployment in 2007, Donegal Insurance Group selected BillingCenter to replace three existing legacy billing systems, ultimately unifying its billing processes for agents and policyholders. The implementation project involved 18 system integration points and is being deployed by state, beginning with new business in each state.

"We've already seen benefits since deploying BillingCenter. Real-time processing, ease of use, and the speed of making system changes are a few of our overall improvements. Customer and user feedback has been very positive. We attribute our success to a combination of the strength and dedication of our internal IT teams and the guidance we received from Guidewire," said Michael Simms, AVP, Information Technology, Donegal Insurance Group. "Their recommendations, experience, and support were very valuable in helping us overcome system implementation challenges along the way. This implementation is a significant step in our journey to simplify our billing systems and processes on a single platform, giving us the speed-to-market, agility, and cost advantage necessary to enable our business strategy."

BillingCenter is enabling Donegal Insurance to:

- Easily make system changes to meet changing business and technical requirements;
- Provide a better customer service experience with real-time online processing;
- Consolidates and standardizes billing systems and processes on a common platform; and
- Provide ease of use for both internal and external customers.

"We congratulate Donegal Insurance Group on their successful BillingCenter implementation," said Mike Polelle, Chief Delivery Officer, Guidewire Software. "We are honored to expand our relationship with them and provide the technology foundation that will help Donegal Insurance Group adapt and succeed in a time of rapid industry change."

About Donegal Insurance Group

Donegal Group Inc. is an insurance holding company whose insurance subsidiaries offer personal and commercial property and casualty lines of insurance in 22 Mid-Atlantic, Midwestern, New England and Southern states. The insurance subsidiaries of Donegal Group Inc. and Donegal Mutual Insurance Company conduct business together as the Donegal Insurance Group. The Donegal Insurance Group has an A.M. Best rating of A (Excellent). For more information, visit: www.donegalgroup.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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