



Amica Mutual Insurance Co. Deploys Guidewire Solution for Billing

June 20, 2017

Guidewire BillingCenter® is the new platform for mutual insurer's continuing transformation

LINCOLN, R.I. & FOSTER CITY, Calif.--(BUSINESS WIRE)--Jun. 20, 2017-- Amica Mutual Insurance Co., the oldest mutual insurer of automobiles in the U.S., and Guidewire Software, Inc. (NYSE:GWRE), a provider of software products to property and casualty (P&C) insurers, today announced that Amica has deployed Guidewire BillingCenter® to manage its billing operations, including agency and direct bill for all of its lines of business.

Amica selected and deployed BillingCenter as part of its continuing business transformation initiative to modernize its core systems. The company implemented BillingCenter across all personal lines of business and jurisdictions where it does business concurrently. Amica has also been live with Guidewire PolicyCenter® since 2012, and is now a fully deployed Guidewire InsuranceSuite™ customer.

"The successful implementation of BillingCenter is a significant step in our journey to simplify our billing systems and processes on a single platform, and it provides an excellent foundation for the future," said Roberta Gosselin, senior assistant vice president in Amica's accounting department. "Leveraging BillingCenter's flexibility has enabled us to provide a more efficient system and offer the best service possible to our employees and policyholders."

Greg Calderiso, assistant vice president in Amica's corporate information systems department, said, "We have 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. We have received positive feedback from our frontline users, who have said that BillingCenter provides enhancements that enable them to deliver fast and accurate service to our customers."

BillingCenter is allowing Amica to:

- Deliver on key strategic imperatives to improve employee and customer service;
- Make system changes to meet changing business and technical requirements;
- Lower IT costs by consolidating and standardizing billing systems and processes on a common platform;
- Enhance the security of customer financial information; and
- Increase business agility by bringing new products and product enhancements to market more quickly

"We congratulate Amica on their successful BillingCenter implementation," said Mike Polelle, chief delivery officer, Guidewire Software. "We look forward to the exceptional service their employees will be able to provide to their loyal policyholders."

About Amica Mutual Insurance Co.

Amica Mutual Insurance Co., the nation's oldest mutual insurer of automobiles, was founded in 1907. The company, based in Lincoln, Rhode Island, is a national writer of auto, home, marine and umbrella insurance. Life coverage is available through Amica Life Insurance Company, a wholly owned subsidiary. Amica employs more than 3,700 people in 44 offices across the country. For more information, visit Amica.com.

About Guidewire Software

Guidewire delivers the software that Property and Casualty (P&C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core operations, data and analytics, and digital engagement – into a technology platform that enhances insurers' ability to engage and empower their customers and employees. More than 300 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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