



RSA Canada Deploys Guidewire System for Claims Management

September 20, 2017

Canadian general insurer using Guidewire ClaimCenter® to achieve business agility and enhance user experience

TORONTO & FOSTER CITY, Calif.--(BUSINESS WIRE)--Sep. 20, 2017-- Royal & Sun Alliance Insurance Company of Canada (RSA), a leading Canadian general insurer, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to Property and Casualty (P&C) insurers, today announced that RSA has successfully deployed Guidewire ClaimCenter® as its new claims management system.

RSA chose ClaimCenter to enable the delivery of a simple, personal, and proactive, customer-centric claims experience for its customers. The company also sought to enhance its operational efficiencies and product growth to support business processes in a cost-effective manner. RSA launched ClaimCenter earlier this month for the majority of its commercial and personal lines of business across Canada. RSA will introduce ClaimCenter to Quebec and its Johnson Insurance business, in 2018.

- “As part of our commitment to continual improvement and providing best in class claims service, we recognized the need to upgrade our legacy claims systems,” said Jullie Hands, RSA’s Vice President of Claims Technology. “We wanted the best technology available, and were impressed with Guidewire’s overall product depth, market share, and focus on customer success. This technology will enable us to make life better for our customers by speeding up the time it takes to adjust a claim, providing a platform for further investment in digital communications channels and enabling our people to provide simple, proactive and consistent customer service.”

Guidewire ClaimCenter is enabling RSA to:

- Enhance operational efficiency, flexibility, upgradeability, and productivity throughout the organization by standardizing claims management on a cohesive technology platform;
- Offer users a more intuitive and simpler claims system so that staff can focus on customer service; and
- Increase business agility by bringing new products and product enhancements to market more quickly.

“We congratulate RSA on their successful deployment of ClaimCenter as the foundation on which to build and manage their claims business,” said Mike Polelle, Chief Delivery Officer, Guidewire Software. “We admire RSA’s dedication to providing high levels of customer service and are pleased that ClaimCenter contributes to further enhancing the quality of their insurance services.”

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).

About RSA Canada:

The RSA Canada group of companies includes Roins Financial Services Limited, Royal & Sun Alliance Insurance Company of Canada, Quebec Assurance Company, Johnson Inc., Unifund Assurance Company, Western Assurance Company, Ascentus Insurance Ltd., Canadian Northern Shield Insurance Company and RSA Travel Insurance Inc. (collectively, “RSA Canada”) and is part of a group of companies headed by RSA Insurance Group Plc. RSA Canada employs more than 3,000 people across Canada and is one of the oldest insurance companies in the country with roots dating back to 1833.

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.



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