



Western Reserve Group Deploys Guidewire Systems for Claims Management and Digital Engagement

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Ohio-based Property and Casualty insurer implements Guidewire ClaimCenter® and ProducerEngage to increase business agility and enhance agent experience

WOOSTER, Ohio & FOSTER CITY, Calif.--(BUSINESS WIRE)--Dec. 13, 2017-- Western Reserve Group, a Property/Casualty (P/C) insurer in Ohio and Indiana, and Guidewire Software, Inc. (NYSE: GWRE), a provider of software products to Property and Casualty (P&C) insurers, today announced that Western Reserve Group has successfully deployed Guidewire ClaimCenter® as its new claims management system and Guidewire ProducerEngage™ to enhance the digital experience of its agents.

Western Reserve Group implemented ClaimCenter and ProducerEngage to replace its existing claims system and agent claims portal across all lines of business and more easily keep up with technological upgrades to support business processes in a more cost-effective manner. The company is currently implementing Guidewire PolicyCenter®, BillingCenter, and additional Guidewire Digital™ products.

"Given the age of our previous claims system, the deployment of ClaimCenter has been a huge milestone for us," said Gary Gwinn, vice president of claims, Western Reserve Group. "We are now able to offer new capabilities to our agents and staff, providing them a more efficient and effective platform for delivering class leading customer service to our policyholders."

ClaimCenter and ProducerEngage are enabling Western Reserve Group 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 to capture more measurable data points; and
- Easily make system changes to meet changing business and technical requirements.

"We recognized the need for a new claims system, given both the increasing technical limitations we were experiencing with our previous system and as a part of our overall systems modernization strategy," said Gregory Owen, vice president of information technologies and chief information officer, Western Reserve Group. "Feedback from our employees and agents has been positive, and we are excited about the benefits these products will bring for years to come."

"We congratulate Western Reserve Group on their successful deployments of ClaimCenter and ProducerEngage as the foundation on which to build and manage their claims business," said Mike Polelle, chief delivery officer, Guidewire Software. "We admire Western Reserve Group's dedication to improving agent service levels and are pleased that the products are contributing to their ability to adapt and succeed in a rapidly-changing insurance market."

About Western Reserve Group

The Western Reserve Group operates exclusively through over 415 independent agents, providing insurance protection to over 170,000 households and businesses in the states of Ohio and Indiana. The company is rated A (Excellent) by A.M. Best. The Western Reserve Group offers a wide range of value added property and casualty insurance products for automobiles, homes, commercial businesses and farms in Ohio and Indiana. For more information, visit www.wrq-ins.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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