



Santam Selects Guidewire Solution for Claims Management

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South African insurer extends Guidewire relationship to enhance claims processing efficiency, reduce IT TCO, and leverage marketplace ecosystem

CAPE TOWN, South Africa & LONDON--(BUSINESS WIRE)--Feb. 11, 2019-- Santam, South Africa's leading general insurer, and Guidewire Software, Inc. (NYSE: GWRE), provider of the industry platform general insurers rely upon, are pleased to announce that Santam has selected Guidewire ClaimCenter® as its platform for claims management. An existing Guidewire client, Santam will implement ClaimCenter for its personal and commercial lines of business, across direct and intermediated distribution channels. Deployment to non-commercial motor business is planned to follow in Q1 2020. The insurer has also selected Guidewire DataHub™ and Guidewire InfoCenter™ for its enterprise-wide data management and business intelligence.

"The expansion of our Guidewire relationship supports Santam's strategic focus to simplify and rationalise our core processes," commented Kevin Wright, Santam CIO. "Guidewire's InsurancePlatform™ will underpin this aim and support us in delivering modern products and services to our clients. In addition, Guidewire's Marketplace, will allow us to access validated accelerators built by Guidewire's partner ecosystem to heighten our innovation and help us achieve TCO reduction."

Guidewire Core and Data solutions will enable Santam to:

- Boost operational efficiencies by streamlining and modernising multiple core systems;
- Build a strategic platform for data and reporting needs across their business;
- Develop a solid foundation for claims digitalisation; and
- Use a robust insurance marketplace to harvest complementary insurtech and best of breed solutions for quicker time to market.

"ClaimCenter's sound implementation record and its maturity were key in our selection," said Fanus Coetzee, Head of Claims at Santam. "We are confident this will provide us with the flexibility and agility we require to support our current and future business needs, as well as the capacity to introduce more efficiency throughout our claims processing and management."

"We are delighted that Santam has chosen to expand their long-standing relationship with us," said Keith Stonell, managing director, EMEA, Guidewire. "We admire Santam's focus on delivering responsible and ethical insurance to their policyholders and clients and look forward to working with them as they solidify their position in South Africa, as well as internationally, using Guidewire InsurancePlatform."

About Santam

Santam is South Africa's leading general insurer with a market share in excess of 22%. Listed on the Johannesburg Stock Exchange (JSE), the Santam group provides a diversified range of general insurance products and services in Southern Africa and internationally through a network of over 3 600 intermediaries and direct channels. Santam is committed to growing the SME landscape in South Africa and creating an enabling environment to assist SMEs to thrive.

The group's more than 1 million policyholders range from individuals to commercial and specialist business owners and institutions, including 85 of the Top 100 companies listed on the JSE. The group employs over 6 000 employees and is recognised by its peers as having the most technically competent employees.

About Guidewire Software

Guidewire delivers the industry platform that general insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries. For more information, please visit www.guidewire.com and follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).

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