



Donan Add-On for ClaimCenter Now Available in Guidewire Marketplace

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Forensic investigation technology and services help claims adjusters increase efficiency and mitigate risk

LOUISVILLE, Ky. & SAN MATEO, Calif.--(BUSINESS WIRE)--Nov. 12, 2020-- Donan, a leading forensic investigation firm, and Guidewire Software, Inc. (NYSE: GWRE), the platform P&C insurers trust to engage, innovate, and grow efficiently, today announced that Donan's *Ready for Guidewire*-validated [add-on](#) is now available to insurers in the [Guidewire Marketplace](#).

The Donan Connect for Claims Investigative Services add-on enables ClaimCenter users to initiate an investigative assignment quickly and efficiently and access status updates and documents relevant to the investigation from within ClaimCenter. When submitting an assignment through the Donan Connect add-on, the required information automatically populates from the ClaimCenter claim file. No more logging into a portal and having to copy and paste information. In addition to comprehensive reporting and invoicing, Donan Connect delivers fully interactive Matterport 3D scans available directly from the claim file. These scans offer a first-person view into a claim that can be referenced at any time. Accessing Source7 AI through ClaimCenter (via Donan Connect) also allows insurers to automate product liability decisions based on their unique goals. This ability eliminates the uncertainty surrounding subrogation by automating the process of determining which investigations to pursue."

"As the first forensic investigation firm to partner with Guidewire, Donan is furthering our efforts to deliver an optimal customer experience. As such, we consider this partnership as much an integration with our clients' processes as with Guidewire itself," said Lyle Donan, president and chief executive officer, Donan. "All communications with Donan, from submission to status updates to invoicing, are completed within ClaimCenter. This single-application process maximizes efficiency, accuracy, and customer experience."

With Donan's integration for ClaimCenter, insurers can:

- Improve efficiency, accuracy, and financial performance for their claims department
- Access detailed communications, reporting, and 3D scans of the loss location from ClaimCenter
- Receive the Donan investigation report and invoice directly through ClaimCenter

"We congratulate Donan on the publication of its add-on for ClaimCenter," said Becky Mattick, vice president, global solution alliances, Guidewire Software. "By listening to our mutual clients' needs around property claims management, Donan delivers top-tier service to our clients through Donan Connect. This integration provides a single-system platform for property loss claims information, ensuring transparency and access to innovative solutions."

About Donan

Donan is a full-service, world-class forensic investigation firm with offices throughout the United States. Their services include forensic engineering, fire investigation, component testing, evidence logistics, and property intelligence solutions. Since 1947, Donan has provided first-rate expertise, conclusive answers, and superior insights through innovation. Their mission is to provide conclusive, unbiased, and accurate forensic investigation services with the fastest turnaround time and best customer service in the industry. Visit them online at www.donan.com.

About Guidewire PartnerConnect and *Ready for Guidewire*

Guidewire PartnerConnect is a global network of select companies that provide consulting services and solutions to enhance, extend, and complement the capabilities of Guidewire products. Our worldwide community helps contribute to the success of our mutual customers in the general insurance industry by delivering Guidewire software implementations, value-add solution and technology offerings, and guidance on insurance industry best practices.

Guidewire DevConnect is a developer platform that enables Guidewire PartnerConnect *Solution* partners to create innovative add-ons that integrate with Guidewire InsurancePlatform products. DevConnect add-ons feature straight forward installation, full-fidelity upgrades, and enhanced support - enabling insurers to focus on innovation and growth. With a complete set of APIs, software development kits, and associated tools, DevConnect provides everything that the independent P&C insurance developer community needs to rapidly design and build feature-rich add-ons for Guidewire products and publish them in the Guidewire Marketplace.

Guidewire PartnerConnect is an invitation-only program. For more information about Guidewire PartnerConnect please visit <http://www.guidewire.com/partners/>.

About Guidewire Software

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 400 insurers, from new ventures to the largest and most complex in the world, run on Guidewire.

As a partner to our customers, we continually evolve to enable their success. We are proud of our unparalleled implementation track record, with 1,000+ successful projects, supported by the largest R&D team and partner ecosystem in the industry. Our marketplace provides hundreds of applications that accelerate integration, localization, and innovation.

For more information, please visit www.guidewire.com and follow us on Twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).

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