



Admiral Broadens Guidewire Deployment with Claims Go-Live

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Insurer implements Guidewire for increased system efficiency, better data insight, and enriched customer experience

CARDIFF, Wales & LONDON--(BUSINESS WIRE)--Oct. 21, 2021-- Admiral Group plc, the FTSE 100 Financial Services organisation, and Guidewire Software, Inc. (NYSE: GWRE) today announced that Admiral has implemented Guidewire as the new claims management system for its household line of business. Guidewire PartnerConnect Consulting Global Premier member, EY, led the implementation to go-live stage.

A customer since 2013, Admiral has already deployed Guidewire for its policy administration and billing systems, as well as digital applications, to its motor and household lines of business.

"What the programme has delivered for Household Claims will significantly advance our processing and service capability," said Claire Charlton, Admiral's Head of Household Claims. "I believe Guidewire ClaimCenter will empower us to deliver better outcomes and experiences for all our users. For our people, it will be easier to manage claims, for our business we will have more data to better control claims cost, and for our customers, it will enable a truly digital experience."

The increased use of Guidewire is enabling Admiral to:

- Manage claims processes more cost-effectively through a streamlined, agile, and proficient claims system;
- Access and gather higher quality data more systematically and efficiently for increased insight, clearer reporting, and better-informed decision-making, and
- Provide enhanced digital customer experience by offering more choice and flexibility when submitting claims.

"Our programme has journeyed through a thorough supplier selection process, scoping, development, testing, training, and deployment, all amid a global pandemic," said Charlotte Bennett, Programme Manager, Admiral. "This has been achieved completely remotely, with colleagues involved across nine countries. The teamwork and cooperation on such a global scale has been phenomenal with everyone pulling together to make it happen. I just want to take this opportunity to thank all of my amazing colleagues in Admiral and our partners who worked very hard to complete this huge project."

"We've worked closely with Admiral and Guidewire to deliver an innovative digital claims platform which will transform the way claims are managed," commented Mitch Robinson, partner in EY's Financial Services practice. "The platform, using market-leading technology and architecture, provides enhanced online capabilities. It will enable more efficient and effective claims handling, which will support the capture of valuable new data and insights, and improve customers' claims experiences. We look forward to continued joint work with Admiral and Guidewire as the new service is rolled-out across other insurance lines."

"We congratulate Admiral on their latest deployment and thank them for their continued trust in Guidewire," said Laurent Fontaine, group vice president, Sales – EMEA, Guidewire Software. "Admiral has a well-deserved reputation for its straightforward and hassle-free approach to customer service. We admire their commitment to delivering digital products and services in a clear-cut and innovative way and look forward to our continued collaboration."

About Admiral Group

1. Admiral Group is a leading FTSE100 Financial Services company with businesses in the UK, Europe and the US. It was set up in 1993 as a car insurance specialist in the UK, but since then has expanded into other countries and other services such as, home and travel insurance, Insurtech, personal loans, car finance and legal services.
2. It is proud to have its headquarters and UK offices in south Wales as well as businesses in Spain, Italy, France and the US.
3. Its history is one of growth, profitability and innovation. When it launched in 1993 it had just one brand, zero customers and 57 members of staff. It now has over 11,000 employees and 7 million customers worldwide.
4. Admiral Group is Wales' only FTSE 100 Company. Group turnover in 2020 was £3.55 billion (2019: £3.46 billion).
5. Admiral Group, through its subsidiary companies, consists of 15 brands - Admiral, elephant.co.uk, Diamond, Bell, Gladiator and Veygo, all based in the UK, Qualitas Auto, Balumba and WiYou Seguros based in Spain, ConTe.it based in Italy, L'Olivier.fr and Homebrella based in France, [Elephant.com](https://elephant.com), Apparent Insurance and [Compare.com](https://compare.com) based in the USA.
6. Add from here <https://admiralgroup.co.uk/our-business/brands-markets>
7. Admiral Group's website address is www.admiralgroup.co.uk
8. Admiral is proud of its award-winning culture. In 2020, Admiral Group was named the 14th Best Workplace in the World by Great Place to Work. In 2021, Admiral UK was named the 5th best workplace in the UK by Great Place to Work, the 5th Best Big Company To Work For in the UK in the Sunday Times Best Companies To Work For and Admiral Group was named the 17th Best Multinational Workplace by Great Place to Work in Europe.
9. Follow Admiral Group on Twitter at www.twitter.com/admiralgroup and on Instagram @AdmiralGroupplc

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About Guidewire

Guidewire is the platform general 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 450 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, localisation, 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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