



Guidewire Announces DocuSign for PolicyCenter and ClaimCenter

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New solutions enable P&C insurers to accelerate digital transformation with more than 80% straight-through processing of e-signature documents

SAN MATEO, Calif.--(BUSINESS WIRE)--Jun. 17, 2025-- Guidewire (NYSE: GWRE) today announced the availability of DocuSign for PolicyCenter and ClaimCenter, new integrated solutions that help property and casualty (P&C) insurers streamline agreement workflows, reduce manual effort, and improve customer and agent satisfaction through faster digital service. By acquiring and implementing DocuSign's electronic signature technology directly through Guidewire, insurers can simplify procurement, accelerate deployment, and process policies and claims faster to deliver measurable business impact.

"The results we've seen with Guidewire and DocuSign have been nothing short of remarkable," said Tim Hays, Vice President and CIO, Mountain West Farm Bureau. "Within the first six months, we reached more than [80% straight-through processing](#)—an achievement that continues to impress us."

DocuSign for PolicyCenter and ClaimCenter addresses a long-standing challenge in the insurance industry: the time-consuming, error-prone processes associated with paper-based agreements and signatures. With [75% of insurance customers willing to switch providers for a better omnichannel experience](#), this partnership helps insurers meet evolving customer expectations in an increasingly digital world.

"Policyholders today expect the same digital convenience from their insurers that they experience in other areas of their lives," said Will Murphy, Vice President, Marketplace and Technology Alliances at Guidewire. "Digital signatures are no longer optional—they're essential for keeping pace in a competitive market. By integrating DocuSign into our platform, we're enabling insurers to streamline agreement processes securely and efficiently, all within the Guidewire ecosystem and through a single trusted partner."

Key Benefits for P&C Insurers:

- **Increase straight-through processing:** Experience up to more than 80% straight-through processing, automating critical claims and policy workflows.
- **Expedite deployment and time-to-value:** Use out-of-the-box, prebuilt workflow connectivity to PolicyCenter and ClaimCenter to streamline implementation and realize rapid business impact.
- **Accelerate submission processing and policy changes:** Achieve up to an [80% signature collection rate](#) within five minutes and reduce policy change processing time from days to minutes.
- **Minimize claim cycle times:** Obtain release signatures electronically to settle claims quicker.
- **Enable enterprise-wide adoption with scalable pricing:** Deploy DocuSign across the organization with a direct written premium-based pricing model—avoiding user-based license limits.
- **Enhance security and compliance:** Ensure legally enforceable signatures with audit trails, timestamps, and document protection that prevents alterations.
- **Improve customer experience:** Enable customers to sign documents from practically anywhere, on any device, eliminating delays in policy binding and claims resolution.
- **Optimize operational efficiency:** Eliminate manual tasks and reduce Not In Good Order (NIGO) instances to lower costs.
- **Reduce fraud risk:** Help minimize fraud exposure across policy and claims processes with built-in security controls including identity verification.

Why It Matters: Scalable Digitalization Enterprise-wide

The direct written premium-based pricing model enables insurers to deploy e-signature capabilities enterprise-wide without the user-based licensing constraints of traditional agreements, enabling comprehensive adoption across departments and business lines. Insurers can now standardize their digital document processes, ensure consistent customer experiences, and achieve the operational scale needed to compete in today's market.

"Integrating DocuSign directly into Guidewire's systems empowers insurers to digitize and streamline customer agreement authorizations—such as claim approvals, policy updates, and coverage confirmations—into a secure, convenient experience," said Scott Harrison, Vice President of ISV Partnerships at DocuSign. "Together with Guidewire, we're helping P&C insurers move faster, operate more efficiently, and build deeper, more trusted relationships with their customers."

Availability

DocuSign for PolicyCenter and ClaimCenter is available globally directly from Guidewire for cloud implementations. This removes the need for a separate contract with DocuSign by enabling insurers to manage contracting directly through Guidewire, offering the simplicity of a single vendor relationship for provisioning, billing, and front-line support. For more information about Guidewire technology offerings, visit [Guidewire Marketplace](#), the industry's hub for innovation.

About Guidewire

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. More than 570 insurers in 42 countries, from new ventures to the largest and most complex in the world, rely on Guidewire products. With core systems leveraging data and analytics, digital, and artificial

intelligence, Guidewire defines cloud platform excellence for P&C insurers.

We are proud of our unparalleled implementation record, with 1,700+ successful projects supported by the industry's largest R&D team and SI partner ecosystem. Our marketplace represents the largest solution partner community in P&C, where customers can access hundreds of applications to accelerate integration, localization, and innovation.

For more information, please visit www.guidewire.com and follow us on [X](#) (formerly known as Twitter) and [LinkedIn](#).

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