Guidewire Launches ProNavigator, Embedding Expert AI Insights into Insurance Workflows

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Embedded directly in policy and claims workflows, ProNavigator surfaces the right role-specific intelligence at the moment of decision, helping underwriters, claim adjusters, and customer service representatives work faster, smarter, and with confidence.

SAN MATEO, Calif.--(BUSINESS WIRE)--Apr. 16, 2026-- Guidewire (NYSE: GWRE) today announced the launch of Guidewire ProNavigator, an AI assistant embedded in its core applications, InsuranceSuite and InsuranceNow. Introduced in the company's latest release, Palisades, ProNavigator delivers expert guidance, enables confident decision-making, and accelerates time to value for Property and Casualty (P&C) insurers, equipping underwriters, claims adjusters, billing specialists, and customer service representatives with role-specific AI insights that are governed, secure, and context-aware.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20260416283036/en/



ProNavigator in action within Guidewire ClaimCenter, providing tier-based customer service guidance. (Source: Guidewire)

ProNavigator empowers insurers to:

- Scale expertise with dependable, accurate information that's grounded in the insurer's unique source material, including citations
- Maintain strict governance and security models by enforcing role-based access controls (RBACs) to ensure only authorized users can access specific documents or sources
- Trust the decisions made and maintain control with audit trails and a human-in-the-loop experience in the flow of work
- Reduce time-to-value and the long-term maintenance burden with a production-ready experience from day one, which stays current, release after release

"ProNavigator gives insurance professionals exactly the right information, right when they need it," said Amy Mollin, Vice President, Product Management at Guidewire. "By embedding it directly into InsuranceSuite and InsuranceNow, we're enabling frontline teams to quickly access accurate answers and confidently make better decisions. It's AI that just works, helping insurers move smoothly from evaluating AI to successfully adopting it in everyday operations."

Palisades Empowers Insurers to Achieve Operational Excellence

Expanded functionality in Palisades gives developers the ability to safely leverage their preferred AI tools to create unique digital experiences. It also drives greater precision across critical financial processes, and gives pricing teams the agility to respond quickly to shifting market conditions.

New capabilities enable insurers to:

- Accelerate delivery of digital experiences that adhere to the Jutro design system and libraries with Jutro Developer Assistant*
- Improve accuracy from payment to refund reconciliation with enhanced funds tracking, including complete audit trails for finance and service teams
- Enjoy more seamless electronic claim exchanges with brokers, bureaus, and insurers with a redesigned claims adjuster experience tailored specifically for the operational needs of the London Market
- Improve workers' compensation claim and renewal outcomes with a new experience template offering self-service access to financial data and predictive intel on litigation and claims outcomes
- Access consistent, real-time pricing and quoting across all channels with PricingCenter rating capabilities for personal and high-volume commercial lines now available inside PolicyCenter

For more detailed information, please visit the ProNavigator webpage, the Palisades webpage, and the Palisades release blog.

Certain release features may not be available in all regions.

**Indicates product feature is available for Early Access customers only.*

About Guidewire

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. More than 570 insurers in 43 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 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 and LinkedIn.

NOTE: For information about Guidewire trademarks, visit https://www.guidewire.com/legal-notices.

Cautionary Language Concerning Forward-Looking Statements

This press release contains “forward-looking statements” within the meaning of the “safe harbor” provisions of the Private Securities Litigation Reform Act of 1995, including but not limited to, statements regarding the general availability of features, programs, services, and tools related to Palisades mentioned in this press release (including, without limitation, ProNavigator, PricingCenter, and Jutro Developer Assistant). These forward-looking statements are made as of the date they were first issued and were based on current expectations, estimates, forecasts and projections as well as the beliefs and assumptions of management. Words such as “expect,” “anticipate,” “should,” “believe,” “hope,” “target,” “project,” “goals,” “estimate,” “potential,” “predict,” “may,” “will,” “might,” “could,” “intend,” variations of these terms or the negative of these terms and similar expressions are intended to identify these forward-looking statements. Forward-looking statements are subject to a number of risks and uncertainties, many of which involve factors or circumstances that are beyond Guidewire’s control. Guidewire’s actual results could differ materially from those stated or implied in forward-looking statements due to a number of factors, including but not limited to, risks detailed in Guidewire’s most recent Forms 10-K and 10-Q filed with the Securities and Exchange Commission as well as other documents that may be filed by Guidewire from time to time with the Securities and Exchange Commission. In particular, the following factors, among others, could cause results to differ materially from those expressed or implied by such forward-looking statements: quarterly and annual operating results may fluctuate more than expected; seasonal and other variations related to our customer agreements and related revenue recognition may cause significant fluctuations in our results of operations, Annual Recurring Revenue (“ARR”), and cash flows; our reliance on sales to and renewals from a relatively small number of large customers for a substantial portion of our revenue and ARR; our making long-term pricing commitments in our customer contracts based on available information and estimates about our future costs that may change; our ability to successfully manage our business model, including achieving market acceptance of our cloud-based services and products and the costs related to cloud operations, cybersecurity, product development, and services; the timing, success, and number of professional services engagements and the billing rates and utilization of our professional services employees and contractors; the impact of global events (including, without limitation, ongoing global conflicts, inflation, high interest rates, economic volatility, bank failures and associated financial instability, and supply chain issues) on our employees, our business, and the businesses of our customers, system integrator (“SI”) partners, and vendors; data security breaches of our cloud-based services and products or unauthorized access to our employees’ or our customers’ data; our competitive environment and changes thereto; issues in the development and use of artificial intelligence and machine learning combined with an uncertain regulatory environment; use of AI by our workforce may present risks to our business; errors or failures in our products or services, as well as service interruptions or failure of the third-party service providers we rely on; our services revenue produces lower gross margins than our license, subscription and support revenue; our product development and sales cycles are lengthy and may be affected by factors outside of our control; the impact of new regulations and laws (including, without limitation, security, privacy, artificial intelligence and machine learning, tax regulations and laws, and accounting standards); assertions by third parties that we violate their intellectual property rights; weakened global economic conditions may adversely affect the P&C insurance industry, including the rate of information technology spending; our ability to sell our services and products is highly dependent on the quality of our professional services and SI partners; the risk of losing key employees; the challenges of international operations, including changes in foreign exchange rates; and other risks and uncertainties. Past performance is not indicative of future results. The forward-looking statements included in this press release represent Guidewire’s views as of the date of this press release. Guidewire anticipates that subsequent events and developments will cause its views to change. Guidewire undertakes no intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. These forward-looking statements should not be relied upon as representing Guidewire’s views as of any date subsequent to the date of this press release.

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