



West Bend Lays the Foundation for AI-Driven Claims on Guidewire

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WEST BEND, Wis. and SAN MATEO, Calif., Sept. 29, 2026 /PRNewswire/ -- West Bend Insurance Company and Guidewire (NYSE: GWRE) today announced that West Bend is successfully running its claims operations on Guidewire Cloud. This implementation elevates service quality and decision-making across all lines of business while establishing the reliable data foundation required to scale AI across West Bend's claims operations.



"Connecting our reliable data directly to live workflows is what makes AI in claims management possible," said Murali Natarajan, senior vice president and chief information officer, West Bend. "By embedding analytics directly into the daily workflow, we can improve indemnity accuracy and deliver optimized claims service to our policyholders. That foundation enables us to build a system that learns from every closed claim to improve how we process the next."

"West Bend is showing how forward-thinking insurers use solid data foundation and Guidewire as the foundation for AI and agentic claims," said Michael Mahoney, head of professional services, Guidewire. "Implementing Guidewire Cloud provides the direct, real-time data access required to turn raw claims information into actionable operational intelligence."

Guidewire Consulting member Ernst & Young LLP (EY) led the implementation. "West Bend now has the foundation to shift from reactive claims handling to a proactive, data-driven strategy across the entire business," said [Chris Raimondo](#), EY Global and EY US Insurance Consulting Leader. "That is exactly the kind of transformation that positions an insurer for what comes next with AI."

To learn more about [Guidewire Cloud](#) for core insurance operations and [Guidewire ClaimCenter](#) for end-to-end claims management, please visit [guidewire.com](https://www.guidewire.com).

About West Bend

For over 130 years, West Bend Insurance Company has delivered trusted insurance solutions for home, auto, and business. Renowned for its strong agency relationships and commitment to integrity, West Bend combines ethical underwriting with fast, fair claims service. With property, casualty, and workers' compensation offered in 14 states, and surety coverage available nationwide, the company continues to earn the respect of its independent agency network by building policyholder trust—because *The worst brings out our best®*, and that's *The Silver Lining®*. For more information, please visit <https://www.westbendinsurance.com/>.

About Guidewire Software

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. More than 570 insurers in 44 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 consulting 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](#).

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