



Mountain West Farm Bureau Mutual Insurance Company

Headquarters

Laramie, Wyoming

Operations

United States

DWP

\$212M

Business Lines

Personal, Commercial

Employees & Agency

Approximately 320

Website

www.mwfbi.com

Products

InsuranceSuite on Guidewire Cloud,
Explore, ProducerEngage, Cyence

Benefits

- **Redesigned five personal lines of business in eight weeks**
- **Implemented five personal lines of business on the cloud in 120 days**
- **Accelerated the understanding between customer team and consulting team on product design**

Mountain West Quickly Redesigns Product Offerings

➤ **75-year old P&C insurer turns to Guidewire to replace its legacy system and quickly realizes that speed will be a major factor in its success.**

Mountain West Farm Bureau Mutual Insurance Company has been serving the needs of customers for nearly 75 years. It was founded by the Wyoming Farm Bureau in 1948 and partnered with the Montana Farm Bureau in 1958. Currently, it offers multi-line insurance products to individuals, families, and businesses throughout Wyoming, Montana, and (most recently) Colorado through a wholly owned company – 360 Insurance.

Mountain West is a Guidewire customer and has reaped a number of benefits from the relationship. And while its legacy system had one-off components of Guidewire software integrated from past projects, the insurer knew it needed to take another step in order to adapt more quickly to changing market demands.

Tim Hays, Vice President of Information Technology, says, “We needed a solution that would allow us to consolidate these legacy systems into a new, modern platform.”

In June 2021, Mountain West announced it would subscribe to InsuranceSuite on Guidewire Cloud to power its core operations, simplify its IT operations, and deliver more value to policyholders.

“Guidewire Cloud offers the most complete cloud solution available in the marketplace,” notes Hays. “It has everything that we need to run our organization and is a key component of our digital transformation strategy.”



Navigate what's next.



Need for Speed

Even though Mountain West hasn't been live on Guidewire Cloud for long, it has already realized the benefits of moving to the cloud. The insurer is rolling out its lines of business in stages. In March 2022, the company went live with five personal lines of business in one state. This major initiative took only 120 days to implement.

Hays says the story that Mountain West has to tell is all about speed.

"The ability to spin up environments at speeds that weren't possible prior to this is, quite frankly, a game changer for everyone." He adds, "The cloud product — especially the power of the cloud infrastructure in terms of speed and capabilities — is a force-multiplier."

The story of "speed" extends beyond cloud infrastructure. Mountain West also praises Guidewire's **Advanced Product Designer (APD)** for how quickly they were able to redesign those lines of business. Their business leads were able to define the coverages, deductibles, and flows — and ultimately determine how they want the policies to function — before developers even got involved.

"Instead of trying to figure out how we take that package policy that we have today and put it into that round hole on Guidewire to make it work, we just told our business leads to tell us what they want and then we could build it," explains Kurt Markus, Product Manager at Mountain West.

With APD, it took only eight weeks to redesign the entire book of business for personal lines, which included auto, property, umbrella, inland marine, and personal and farm liability.

Excitement for What's to Come

From build, to implementation, to go-live, the process has generated company-wide excitement at Mountain West primarily for the following reasons:

- The capabilities surrounding straight-through processing
- **Explore** dashboards to enable informed business decisions across claims, underwriting, sales, and service management
- **ProducerEngage** to elevate the overall experience for agents and customers

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Navigate what's next.



Taking Full Advantage of the Guidewire Ecosystem

Another area generating excitement is the Guidewire ecosystem. Mountain West has taken full advantage of the **Guidewire Marketplace** and will continue to do so to serve its customers in the best way possible. Among the ecosystem partners with which the insurer has collaborated are:

- Smart Communications for document production
- One Inc. for digital payments
- LexisNexis Risk Solutions and Verisk for data services
- DocuSign for digital signatures

"The partner relationships are equally important to the Guidewire platform," Hays says. "We are going to use every bit of our subscription to Guidewire Cloud to its full potential."

What's Next for Mountain West

Currently, Mountain West is designing three commercial lines of business that should go online at the end of 2022, with a rollout starting in January 2023. Following that, the insurer plans to design more lines of commercial business and continue to work on its digital portfolio.

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 450 insurers, from new ventures to the largest and most complex in the world, run on Guidewire. For more information, contact us at info@guidewire.com.