GUIDEWIRE

Benefits

- Consistently and accurately measure operational performance
- Deliver optimal service to insureds
- Boost productivity and team performance

Features

- Access to curated Guidewire core system data in near-real time
- Personalized solutions for claims, underwriting, sales, and service management
- Simple, intuitive, collaborative user experience
- Self-service BI

Guidewire Explore

Empowering teams to make informed business decisions

Guidewire Explore gathers and curates data from Guidewire InsuranceSuite in near-real time. It then visualizes that data to empower teams to make informed business decisions across claims, underwriting, sales, and service management.

Measure, Monitor, and Improve Operational Performance

As an insurer, you often face one of two problems — either too little or too much information, both of which result in the inability to make timely or effective decisions. The daily torrent of internal and external data exacerbates these circumstances even further, with more data, more reports, and more siloed tools.

Meanwhile, data warehousing and reporting tools are necessary for reporting, but they often contain incomplete or stale information. Static reports and traditional business intelligence can answer yesterday's questions but not questions about tomorrow. In addition, enterprise data warehouses only provide an internal perspective. It's hard to see a light at the end of the tunnel.

Something needs to change. You don't need more information; you need information in time and with better context. You need solutions for targeted business problems in claims, underwriting, sales, and service management.

Simply put: You need **Guidewire Explore**.

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> "Our data was just so hard to get to if we didn't have Explore. The ability to self-serve with Explore and have every field available instantly has significantly improved our claims operations. Explore is a great tool to get fast answers."
>
> —Felicia Boykin, Data Analyst, Germania Insurance.

Explore gathers and curates Guidewire **InsuranceSuite** data in near-real time with a complete change history. Explore includes numerous visualizations and dashboards built using curated business datasets. It is designed to augment decision-making without being overbearing, intrusive, or abstract. Explore's intuitive user experience brings together business analysts, actuaries, data scientists, claims adjusters, supervisors, underwriters, and executives with real-time insights that improve customer responsiveness and drive premium growth while boosting productivity.
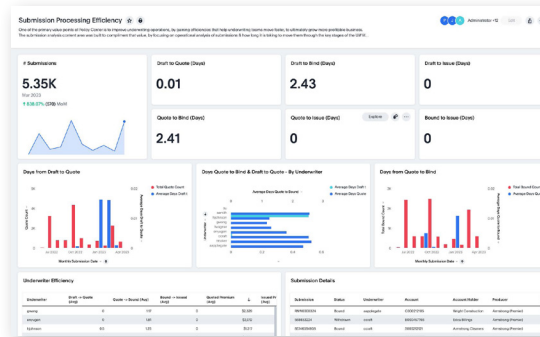
Explore for Claims

Explore for Claims gathers operational data from Guidewire **ClaimCenter** and curates it into datasets for activities, claims, exposures, and loss financials. The datasets are then used to build several visualizations that monitor open activities, measure claim cycle times, manage adjuster workloads, open claims inventory, and optimize performance across teams. This helps improve customer responsiveness by addressing bottlenecks in claims operations and actively managing adjuster workloads.
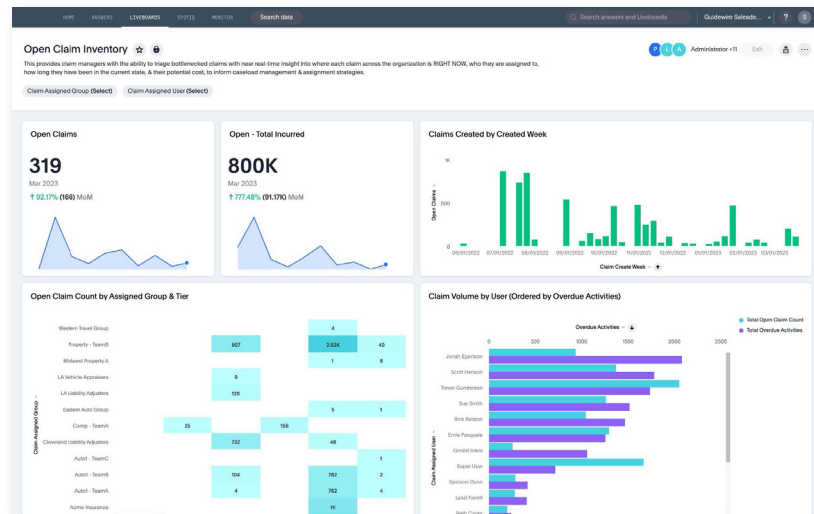

Claims operations management with Explore

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> "Building an Explore dashboard is one of the easiest things I've done. Prior to Explore, the process for us to get actionable insights out of our data would have taken a month to figure out."
>
> —Daniel Sorensen, Actuarial Analyst, Mountain West Farm Bureau Mutual Insurance Company.

Sales and service management with Explore
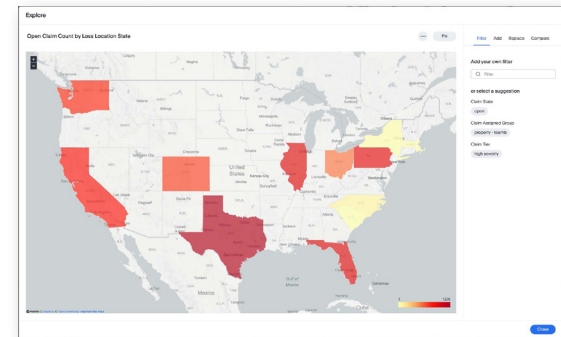
Open claim count by loss location

Explore for Policy

Explore for Policy gathers operational data from Guidewire **PolicyCenter** and curates it into datasets for activities, submissions, and underwriting issues. The datasets are then used to build several visualizations that monitor active submissions, conversions, underwriting issues, trends, workloads, and processing efficiency. This helps drive premium growth by increasing the conversion rate and streamlining the underwriting process.

Explore leverages the power of a modern cloud analytics platform – ThoughtSpot – as the visualization engine. Customers can use native ThoughtSpot capabilities such as AI-powered search in natural language to get instant answers to data questions. All ThoughtSpot visualizations are equipped with automated analysis, anomaly detection, geo-spatial views, monitoring, and alerting.

Explore visualizations can be easily embedded into ClaimCenter and PolicyCenter workflows. This enables a true "system of insight" where frontline employees can make smarter decisions on claims, submissions, sales, and service management.

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