



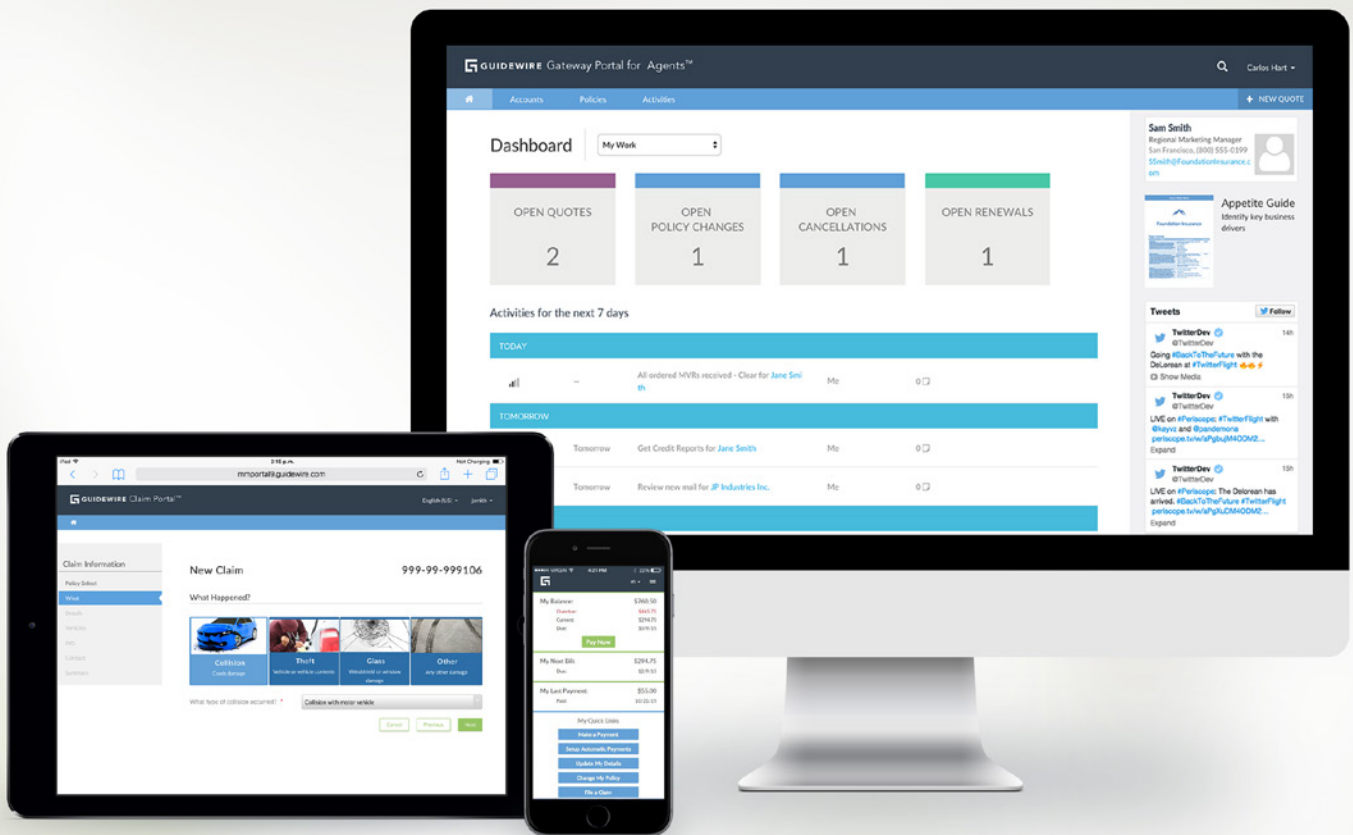
Guidewire Digital Portals

Adapt and succeed™



Our Vision for Digital

To help insurers adapt and succeed in a time of rising digital expectations, we provide solutions that insurers will use to offer distinctive digital experiences and engage with customers, brokers, agents as well as vendors through their digital channels of choice.



Digital Portals

Guidewire Digital Portals™ complement Guidewire InsuranceSuite™—extending the value of your Guidewire core system investments to drive new business, increase operational efficiency, and improve customer service through digital channels.

Each product has been developed to meet a targeted need.



Quote and Buy Portal for Policyholders

Grow your direct business by attracting the next-generation insurance buyer.



Gateway Portal for Agents

Increase your agent-driven business by providing full transactional capabilities and improving collaboration and transparency.



Account Management Portal for Policyholders

Increase customer satisfaction and reduce customer-service costs by empowering policyholder self-service.



Claim Portal for Policyholders

Improve the claims experience by offering easy claim reporting and claim status transparency.



Claim Portal for Agents

Improve agents' ability to service their customers during the claims process.



Claim Portal for Vendors

Expedite claims by enabling vendors and adjusters to communicate more effectively on the Internet or on mobile devices.

Challenge: Keeping Up with Expectations

As consumers increasingly use self-service functions on the Internet and on mobile devices, they have come to expect the ability to interact with their insurance providers through these channels. Similarly, agents and brokers also prefer doing business with insurers via online transactions as a way to streamline business processes and improve customer service. To meet these expectations, insurers must develop new (or updated) web-based portals and mobile applications to enable real-time, self-service transactions.

However, companies can find it hard to keep up with ever-increasing stakeholder expectations and changing technologies. Common threats to success include:

Inflexible technology: Legacy core systems were not designed for the Internet. Insurers must rebuild the same functionality and logic to create a Web presence.

Maintenance burden: Making even simple changes to a portal can be a significant project, as the same functionality must be implemented and tested on multiple systems.

Pace of technology innovation: Keeping up with the latest digital technologies is challenging because of the scarce technology skills in most companies.

“The Quote and Buy Portal’s integration with PolicyCenter enables our omnichannel goal of a seamless transition from online to customer service representatives and will improve speed to market of future changes.”

—Harold Fink
Vice President, Program Management Office
NJM Insurance Group

Guidewire Digital Portals Allow You to:

EMPOWER

Meet the increasing demand for self-service while reducing customer service costs. Empower policyholders, agents, and vendors to interact in real time and provide them with the transparency to manage account, policy, and claim information.

GROW

Grow market share by attracting and converting the next-generation insurance buyer. Increase the retention and satisfaction of customers by providing service how and when they like.

ADAPT

Achieve faster time-to-market by leveraging Guidewire portals' pre-integration with core systems, pre-built functionality, and reuse of core system configuration. Optimize business agility through single source of change for product and business rules across core and portals.

ALIGN

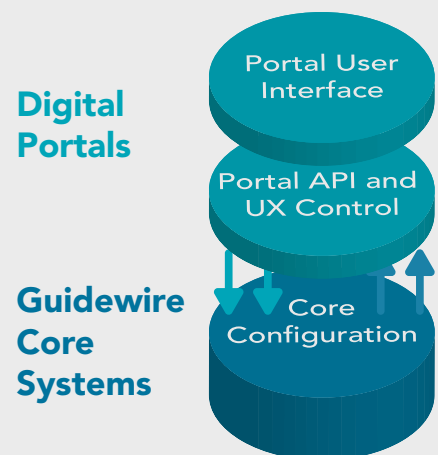
Keep all channels operating from a central source of information to offer seamless transitions from one device or channel to another – providing a truly omnichannel experience.

LEVERAGE

Reuse existing Guidewire InsuranceSuite configurations to avoid costly duplication. Leverage future Portals product releases to gain access to a stream of innovations and provide compatibility with future releases of the Guidewire core systems.

Leveraging Guidewire Investments

Insurers can create a customer experience that is consistent with their brand while leveraging business rules and a product model that is already defined in the core system.



Success – From Implementation through the Long Term

Our services teams are product experts. For each implementation, we start with the end in mind, maximizing our software's potential to support each insurer's unique needs and goals. Our objective is to ensure you and your partners have the knowledge required to be self-sufficient and to be successful over the long term. We rate the performance of our people based on customer success, not on services sold.

Accurate Timelines

We explain the work and the schedule before we start, so you know what to expect. The same people who provide the estimates are also responsible for meeting project objectives. We continually update our estimating tools with actual project results, so our accuracy increases over time.

Value-based Approach

We use a value-based approach to ensure that you will generate real business results from your deployment and that you can prioritize work according to the value it will generate. We have tested methodologies and tools that we use from the outset of the project, through deployment and beyond, in order to ensure maximum return on your investment.

Helpful Customer Support

Our customer support staff will help you to troubleshoot and resolve any issues rapidly. For critical issues, Guidewire support can be reached 24/7 and will work around the clock on an issue until it is resolved.

Powerful Ecosystem

Guidewire works with an ecosystem of more than 5,600 consulting partners, who provide services such as business strategy, implementation, and related delivery services on a global and regional basis.

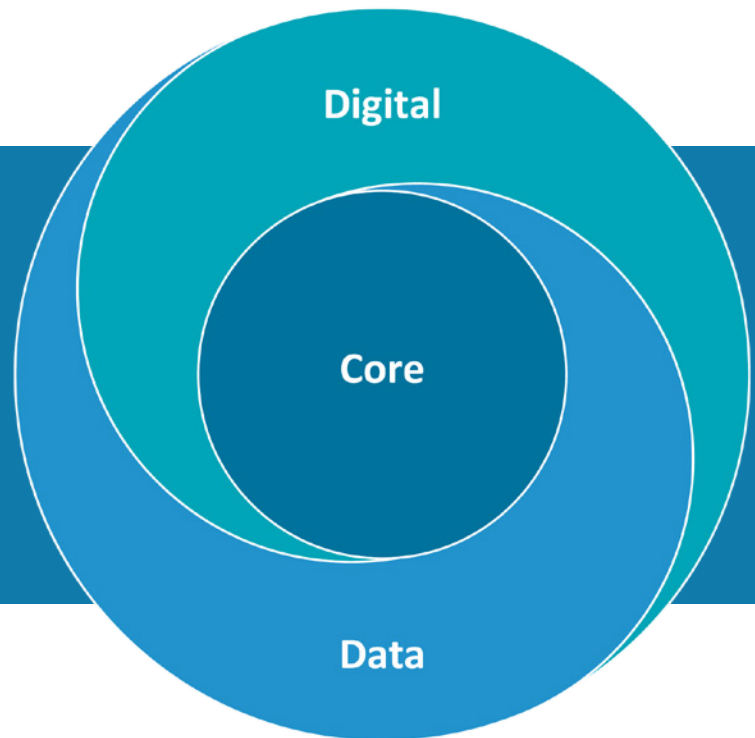
Ensure you and your partners have the knowledge required to be self-sufficient, and to be successful over the long term.

Guidewire Platform

Platform for Success

We provide a platform based on three elements: core processing, data and analytics, and digital engagement (or “core,” “data,” and “digital” for short), which work together to strengthen your ability to engage and empower your customers, agents, and employees.

Strengthen your ability to engage and empower your customers, agents, and employees.



Core Processing

Guidewire InsuranceSuite provides transactional systems of record, which support the entire insurance lifecycle.

Data and Analytics

Guidewire’s Data and Analytics products enable insurers to manage data more effectively and gain insights that lead to more accurate decisions.

Digital Engagement

Guidewire Digital Portals is a portfolio of products that enable digital sales, service, and claims journeys for your policyholders, agents, and other members of the insurance lifecycle.



Visit guidewire.com to learn more.

About Guidewire

Guidewire delivers the software that Property/Casualty (P/C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core processing, data and analytics, and digital engagement – into a technology platform that enhances insurers' ability to engage and empower their customers and employees. More than 200 P/C insurers around the world have selected Guidewire. For more information, please visit www.guidewire.com and follow us on twitter: @Guidewire_PandC.