



# Guidewire Gateway Portal for Agents

## DATA SHEET

Empowering insurance agents and brokers with digital self-service improves agent-insurer communication and enables agents to be more responsive to their customers throughout the policy lifecycle, enhancing agent satisfaction.

In an age of instant access and real-time information, insurance agents and brokers demand web-based, self-service tools that allow them to serve customers more quickly and effectively. Property and casualty insurers must address these demands with simple yet powerful portals that are designed for the way agents work.

## Guidewire Digital Portals

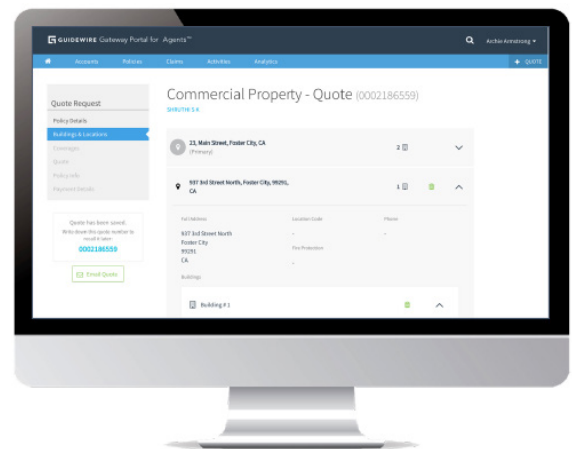
Guidewire Digital Portals™ provide real-time, transactional, digital self-service to the people you serve. By exposing the business rules and product models that are already defined in your Guidewire core systems, Guidewire Digital Portals improve user experiences and lower the cost of portal maintenance. Leverage your investment in Guidewire to reach millennials, next-generation business owners, and agents and brokers through self-service digital experiences that are consistent with the way you do business.

## Gateway Portal for Agents

Guidewire Gateway Portal™ for Agents extends the capabilities of Guidewire InsuranceSuite™ by empowering your important insurance partners with full lifecycle enablement, from policy issuance to handling billing payments and claims management. Designed specifically for agents and brokers, Gateway Portal for Agents provides policy, claim, and billing self-service as well as support for task and book-of-business management.

## KEY BENEFITS

- Address demands of agents and brokers for easier communication
- Promote agent empowerment
- Grow agent-driven business
- Increase business agility
- Improve:
  - Total cost of ownership
  - Agent-policyholder communication, and agent-insurer communication and collaboration



Gateway Portal for Agents enables agents to:

- Access recent activities and alerts on quotes, policies, and accounts
- Initiate new transactions, including new business submissions, changes, and renewals in Guidewire PolicyCenter® (or, for new business of select products, through quote and buy within the portal)
- View in-progress submissions and policy changes, as well as account and policy histories
- View contact details on both accounts and policies, including contact information on related accounts
- Expedite the claims process by specifying a particular claim service provider, or by using a location-driven, service provider selection option to choose the insurer-preferred auto repair facilities that are most convenient for claimants
- View and track the progress and details of auto repair service requests, and all assigned service requests, on behalf of personal lines policyholders
- Initiate new claims and manage status inquiries
- Review active claim histories and details, including the total paid and incurred for each claim
- Manage billing with self-service account review and online payment capability
- Get answers to common questions with a helpful FAQ page

With Gateway Portal for Agents, you'll also improve business agility by:

- Leveraging existing Guidewire core system functionality (such as complex rules and flows)
- Using the UX component library for fast UI changes
- Enforcing a single source of core system truth for data and changes

## Bring the Power of Guidewire to Your Customers

Having a current, single source of information is the best way to deliver a consistent customer experience across all digital and traditional communication channels. A single source of truth is at the heart of the Guidewire portal approach, ensuring consistency across channels while still allowing customization when needed.

## Promote Agent Empowerment

Enabling agents with self-service tools to better serve your joint customers increases agent satisfaction while improving communication between agents and policyholders. You will also enhance your own communication and collaboration with your agents. Gateway Portal for Agents is designed with agents' needs and workflows in mind, exposing the information that is most relevant to them to make the learning curve easy.

## Grow Agent-Driven Business

Because agents provide access to key and growing markets, it's essential that they have easy-to-use tools to serve policyholders. Gateway Portal for Agents is not only easy to learn and use, it also provides the transparency to key policyholder, billing, policy, and claims information that agents need to deliver excellent service to policyholders.

## Improve Business Agility

With Guidewire Digital Portals, you access a single source of change for product and business rules. With the improved validation framework and UX component library, configuration changes are simplified to enable fast test-and-learn cycles to continually optimize the business.

## Lower the Total Cost of Ownership

Portal solutions often require duplication of core system rules, flows, and features. By reusing existing Guidewire InsuranceSuite configurations, costly duplication is avoided and maintenance is improved. Leveraging InsuranceSuite logic also improves speed to market by reducing implementation time, as well as more efficiently enabling changes. Furthermore, frequent Digital Portals product releases give insurers access to a stream of innovations and provide compatibility with future releases of the Guidewire core systems.

## About Guidewire

Guidewire delivers the software that Property and Casualty (P&C) insurers need to adapt and succeed in a time of rapid industry change. We combine three elements – core operations, data and analytics, and digital engagement – into a technology platform that enhances insurers' ability to engage and empower their customers and employees. More than 260 P&C insurers around the world have selected Guidewire. For more information, please visit [www.guidewire.com](http://www.guidewire.com) and follow us on twitter: @Guidewire\_PandC.

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