ClaimCenter 9 enables insurers to be successful during times of rapid market change and to optimize claims management processes based on global best practices.

ClaimCenter 9 exemplifies Guidewire’s commitment to provide incremental value in claims operations through ongoing research and investment, and experience with more than 200 customers. The improvements in this release build upon an already robust claims management system to offer insurers the opportunity to improve their agility and efficiency while decreasing implementation and maintenance effort.

Success During Rapid Market Change

The insurance industry is undergoing significant and rapid change, including a shift in consumer expectations, new distribution channels, and technological disruption. Insurers that are able to adapt as the industry evolves will be at a distinct competitive advantage over competitors that are held back by legacy processes and technology. ClaimCenter 9 offers insurers the capabilities required to be agile, regardless of how market conditions change now or in the future.

When conditions do require that a change be made to claims processes, an IT request is often required. These requests may not receive top priority, and by the time the changes are made, the opportunity may already be lost. Business rules for activities enables business users with the appropriate permissions to change what activities are created on a claim, when they are created, and to whom they are assigned – all without coding or the need to wait for an IT release cycle. For example, during a catastrophe, activities can be created more selectively or assigned differently. Rules can be created for all claims or for a subset, such as a specific line of business or geography.

The overall ease with which an insurer can configure its claims system to meet its needs is also a factor that can have a significant impact on how well it can adapt and succeed. Improvements to financial configurability in ClaimCenter 9 ensure that the claims adjuster and claims management both have access to the appropriate financial information at the appropriate level of granularity. These changes result in reduced implementation effort and time to market.
For insurers that would like to achieve greater scalability to expand their businesses and break into new markets faster, ClaimCenter 9 and InsuranceSuite® 9 are deployable in cloud environments.

Optimize Claims Management Processes

Claims departments are under constant pressure to increase efficiency and reduce leakage, across all aspects of their operations. Guidewire has learned from and collaborated with customers around the world, and as a result, global best practices are built into the product. ClaimCenter 9 offers insurers the ability to optimize claims management processes by increasing the ability to streamline and automate manual processes to improve the consistency and quality of claims handling decisions.

Simple decisions that follow standard guidelines should not occupy a claims adjuster’s valuable time. **Straight-through invoice processing** automatically pays invoices without any manual intervention required. The invoices are automatically associated with the appropriate claim, and the business can decide what invoices should be auto-paid via rules. If an invoice does not meet the criteria, it is flagged for the adjuster to manually approve and pay. The end result is that the adjuster has more time to focus on complex or exceptional cases and on other required activities. In addition, the adjuster can use **vendor documents** capabilities within the claim to view documents associated at the vendor level, such as service-level agreements or pricing.

Insurers have a significant opportunity to reduce leakage by ensuring that the recovery process is conducted consistently and effectively. **Improved subrogation capabilities** in ClaimCenter 9 offer better automated identification of potential subrogation opportunities and the ability to select which exposures should be subrogated, which means company guidelines are more consistently followed. The ability to assign a subrogation owner provides improved tracking and gives subrogation team supervisors better insight into team workload and performance.

About ClaimCenter

Guidewire ClaimCenter is a leading end-to-end claims management system, built from the ground up to meet the specific needs of today’s Property/Casualty insurers. ClaimCenter’s flexible business rules enable claims organizations to define, enforce, and continually refine their preferred claim handling practices in order to optimize and monitor their claim processes. ClaimCenter is in use by insurers of all sizes across all product lines to improve speed and accuracy, reduce loss adjustment expense, and enable proactive management of claims. ClaimCenter is available as a stand-alone system or as part of Guidewire InsuranceSuite™, and can be integrated with an insurer’s legacy systems or third-party applications.

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.

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