



# Guidewire Live Analytics

## Using Guidewire Claim Canvas to Visualize Your Business on a Map

### DATA SHEET

Although reports are crucial to running an efficient claims operation, static rows and columns of numbers can only take you so far. “Where do I need more staff?” “Which policyholders are affected by the storm?” “Where are clusters of unusual activity?”

To answer these types of questions, a well-designed and interactive geographic visualization can illuminate the relationship between where claims occur, where policies exist, and other contextual information (e.g., weather event overlays), enabling an insurer to:

- Gain actionable insights that could never be found in a table. For many decisions, map-based visualizations offer faster insight than a grid of numbers.
- Build consensus using a picture to align stakeholders around a recommended decision. Claims workers can communicate and socialize insights clearly and more easily.
- Make better decisions that lead to better outcomes. For example, insurers can improve field adjuster efficiency by optimizing where they are positioned, improve customer satisfaction, and reduce indemnity by proactively responding to storm events.

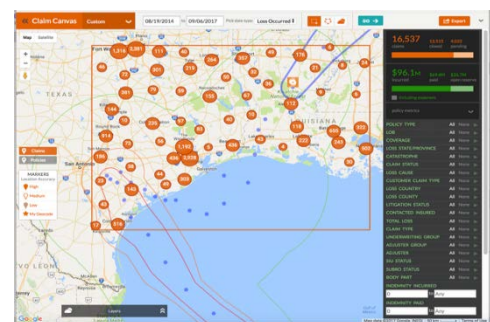
### HIGHLIGHTS

- Easy-to-use map visualization designed for business users
- Pre-loaded external data (e.g., weather events and forensics, demographics) provide context to improve quality of decisions
- Extensive data filtering criteria for claims and policies (and ability to create custom filters)
- Data integration with ClaimCenter with no IT project required
- Designed for use across the claims department (and other departments who need access to claims data)

## Claim Canvas at a Glance

Guidewire Live Analytics™ and Guidewire Claim Canvas™ enable claims management and catastrophe response teams to geo-visualize claims and policy locations in context of other internal and external data. Designed for business users, Claim Canvas provides the insights needed to make better decisions quickly. This interactive app is hosted by Guidewire and available to any Guidewire ClaimCenter™ customer.

- **Pre-integrated with ClaimCenter:** Data is sent from ClaimCenter every day (or multiple times a day). No configuration or implementation work is required.
- **Tailored for claims:** The app is designed for claims specific use cases and includes relevant third-party data sources (e.g., hail, hurricane, flood, wildfire, and earthquake).
- **Empowered business users:** Easy to use functionality that allows a business user to test hypotheses and explore relationships without IT involvement.



**Figure 1** Claim Canvas showing the location of policies relative to tropical cyclone path

# Make Better Decisions

## Interact with your own data

Claim Canvas allows decision makers to visualize and interact with the most relevant information in one place in order to facilitate rapid, high-quality insight. For example, Claim Canvas has been used to understand where auto vendors were located relative to recent auto claims in order to evaluate how well an auto repair network was situated to serve customers in time of need. Claim Canvas has also been used to see how the regional frequency of investigative referrals compared with the frequency of claims in order to identify opportunities to better identify potential fraud, improve claims processes, and increase regional staffing.

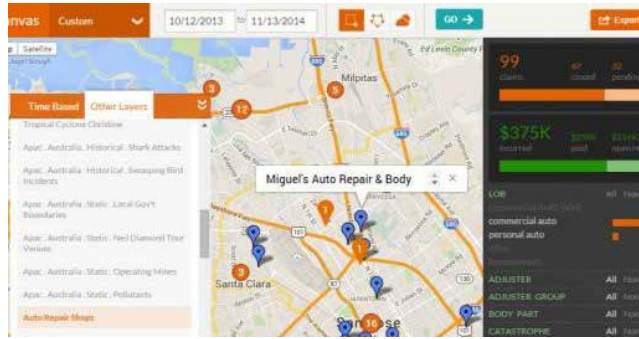


Figure 2 Auto claims with auto repair vendors

## Data discovery for everyone

Claim Canvas is a flexible tool that can be used by many different teams in the claims department, such as management, investigations, reinsurance. In response to a flood catastrophe the claims management team of one insurer expedited flood claims that occurred in the designated flooding zones. The investigations team probed those claims that were flood related but seemed to be outside the designated flooding zone. Then the reinsurance team flagged claims that were catastrophe related and use the visualization to better communicate with the reinsurer.

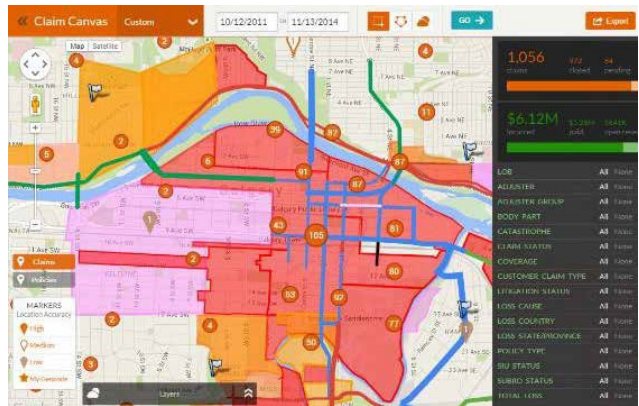


Figure 3 Flood layer used to expedite claims resolution as well as identify catastrophe related claims

## Faster insight into catastrophes

Many stakeholders are anxious to know how an insurer is faring in response to a catastrophe, including customers, management, and regulators. The Catastrophes list in Guidewire Live Analytics provides summary financial and claim count information in a visual and sortable list view. It's also a launching pad into Claim Canvas to gain insight into the catastrophe.

| Name  | First       | Last        | Open | Closed | Total | Remaining | Financials | Tot    |
|---|-------------|-------------|------|--------|-------|-----------|------------|--------|
| Guidewire Cat 218657<br>LA(1) TR(1)<br>Homeowner(2) Commercial Multi-Pol(0) Other(0)          | 12 Oct 2014 | 13 Oct 2014 | 11   | 3      | 10    | \$499.8K  | \$10.7M    | \$518  |
| Guidewire Cat 404727<br>TH(1)<br>Personal Auto(1)   | 3 Oct 2014  | 9 Oct 2014  | 10   | 1      | 11    | \$4.4K    | \$1.6K     | \$10.0 |
| Guidewire Cat 218252<br>TH(4)<br>Commercial Multi-Pol(1) Other(1) Other(1)                    | 2 Oct 2014  | 3 Oct 2014  | 6    | 7      | 16    | \$76.9K   | \$16.4K    | \$92.1 |
| Guidewire Cat 218657<br>CO(1) AD(1)<br>Commercial Multi-Pol(1) Commercial Auto(1)<br>Other(1) | 26 Sep 2014 | 30 Sep 2014 | 16   | 7      | 23    | \$1.3M    | \$66.4K    | \$1.4  |
| IF Floods 2<br>Homeowner(176) Personal Auto(175)  | 19 Sep 2014 | 19 Sep 2014 | 351  | 0      | 351   | \$230.9K  | \$140.4K   | \$353  |
| Guidewire Cat 904622<br>AD(1)<br>Personal Auto(1)   | 8 Sep 2014  | 8 Sep 2014  | 1    | 5      | 10    | \$3.7K    | \$18.3K    | \$22.1 |
| Guidewire Cat 218557<br>AD(1) TR(1)<br>Commercial Multi-Pol(1) Unmapped Code(1)               | 8 Sep 2014  | 8 Sep 2014  | 6    | 2      | 10    | \$1.2M    | \$133.7K   | \$1.3  |

Figure 4 Catastrophe Dashboard

## Guidewire Live Analytics

Claim Canvas is delivered via Guidewire Live Analytics™, a cloud analytics platform that delivers apps that complement Guidewire InsuranceSuite™ core systems. These apps combine data from many different sources, including anonymized benchmarks and third-party data, to enable analysis and visualization of that data in interesting new ways.

Guidewire Live Analytics is available to any Guidewire customer and delivers the following benefits:

- **Instant on:** Technical time required for a customer to set up Guidewire Live Analytics integration can be less than one week.
- **One vendor:** An insurer does not need to navigate the maze of possible data providers; only one vendor contract is needed for all Guidewire Live Analytics apps and data feeds.
- **Targeted apps:** Guidewire-hosted apps are designed for specific challenges faced by P&C insurance professionals.
- **Customer collaboration:** We provide rapid software development in active collaboration with customers on a continual release cycle.

### 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 300 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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