GUIDEWIRE

Guidewire PolicyCenter

Adapt and succeed™

GUIDEWIRE

Policy management and underwriting professionals told us what they wanted in a policy system: automation, unification of disparate systems, and the flexibility to serve different and ever-changing customer demands. Guidewire PolicyCenter® is that system.
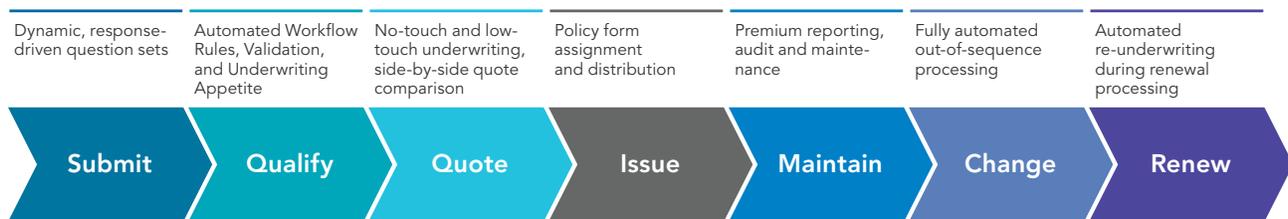
Just as important as PolicyCenter's capabilities in meeting this challenge is Guidewire's track record of successful implementations and customer commitment. We've never had a failed implementation, and we continually invest in improving our software based on feedback from our customers and the market at large—enabling you to adapt and succeed. With Guidewire and PolicyCenter, you can deliver the flexibility needed to lower the cost of operations and grow profitably for decades.

> "With PolicyCenter, technology limitations will no longer be a barrier to the service enhancements and process improvements we would like to implement."
>
> *– Tim Stronks, Vice President, Personal Lines, Farm Bureau Mutual of Idaho*

PolicyCenter at a Glance

PolicyCenter supports the entire policy lifecycle for personal, commercial, and workers' compensation insurance. It automates underwriting and policy management and is designed exclusively for property and casualty insurers. It is a complete system of record and supports the core functions of the policy lifecycle, including product definition, underwriting, quoting, binding, endorsements, and renewals. PolicyCenter is built on modern web technology, based on industry standards, with no legacy code. It works out-of-the-box as a stand-alone system or as part of Guidewire InsuranceSuite™, and it can be integrated with legacy systems and third-party applications.

Submit	Qualify	Quote	Issue	Maintain	Change	Renew
Dynamic, response-driven question sets	Automated Workflow Rules, Validation, and Underwriting Appetite	No-touch and low-touch underwriting, side-by-side quote comparison	Policy form assignment and distribution	Premium reporting, audit and maintenance	Fully automated out-of-sequence processing	Automated re-underwriting during renewal processing

PolicyCenter gives you complete flexibility to adapt to your specific needs, including how work is distributed and managed and how key underwriting decisions are made. The product definitions, business rules, screens, workflow and data model—virtually everything—can be configured using graphical tools. All configuration changes are partitioned from source code, which preserves your specific configuration on an upgrade path to future enhancements.

Meet the Market's Demands

With the ability to make rapid product definition and workflow changes, PolicyCenter helps you respond to regulatory changes, evolve business processes, and accelerate time-to-market for new products.

Achieve Underwriting Excellence
By improving access to information, automating low-level tasks, and enforcing consistent adherence to underwriting guidelines, PolicyCenter enables you to reduce underwriting costs and improve quality.

Better Serve Your Customers and Producers
PolicyCenter helps you improve interactions with agents and policyholders, consistently convey appetite, and provide better service.

Technology

An Integrated Suite Designed for Your Environment
Guidewire InsuranceSuite—PolicyCenter, BillingCenter, and ClaimCenter—is built on a unified set of enabling capabilities for consistent configuration, integration, administration, and security. These common capabilities allow the best-of-breed applications to be delivered as an integrated suite. After you learn how to integrate, maintain, and manage one of the applications, you'll know how to do the same for the others. In addition, using a service-oriented architecture (SOA), all the applications can integrate into complex IT environments. Hundreds of systems of many types, including legacy mainframe systems, have been integrated with our software.

Flexible Configuration and Upgradeability
The Suite's configuration layer allows you to change virtually anything about the applications—data model, business rules, workflows, user interface—without altering the source code. If you change an application to meet your own specifications, the core technology components aren't affected. Therefore, upgrading to take advantage of functionality available in an application's new version does not affect your specific configuration. This architecture ensures that you will never be left without an upgrade path because you've modified the software to meet a specific need.

Highlights:

- **Enables fast product creation:** Flexible definition of products to seize new opportunities or respond to market changes or compliance requirements

- **Increases efficiency throughout the policy lifecycle:** Fully automated support for straight-through processing, work assignment, other low-level tasks

- **Improves risk selection:** Consistent application of complex underwriting guidelines for low-touch or no-touch underwriting

- **Heightens user productivity:** Streamlined data entry and role-based workflow to make it easier to process policies

- **Facilitates on-demand service:** Policy information and business interactions via a browser or portal

- **Provides a stable and strong core system that works as promised:** Rigorously tested for quality and scalability

Policy Management and Underwriting

Automated Consistency and Ease-of-Use Improve Underwriting Efficiency and Quality
Superior underwriting requires automating low-level tasks, applying the right expertise at the right moments, improving analysis, and enforcing consistency. PolicyCenter supports all of these goals.

The system automates many low-level tasks including identification and assignment of cases for either straight-through or exception-based processing. PolicyCenter applies rules-driven underwriting guidelines to decide clear-cut cases without human involvement. Exception cases requiring judgment are routed to an underwriter with expertise in the pertinent line of business, risk type, geography, or agency relationship. Productivity is vastly improved because people can focus on the specific issues, rather than on figuring out if there are issues. Equipped with visibility into workloads, supervisors can optimize team throughput and responsiveness.

PolicyCenter also correctly assesses submissions to help avoid the errors and inconsistencies that create leakage. The business rules system lets you leverage the knowledge of your most experienced underwriters to improve the performance of less seasoned team members. And PolicyCenter ensures that your business rules are consistently applied, helping you optimize risk selection and reduce loss ratios. With a full view of an account, including transactional history and losses and payments provided on tabs of the same screen, underwriters can better assess risk and make the right decision.

Product Model Accelerates Speed-to-Market
Multi-year backlogs of IT requests are not uncommon in the insurance business. But if you have to get in line for time- and labor-intensive reprogramming to enable a new product or territory, you could fail to capture new opportunities.

PolicyCenter accelerates your speed-to-market by giving your product development, actuarial, and underwriting teams nearly unlimited flexibility in defining the products you want to offer. Easy-to-use configuration tools let the right people with the right knowledge tailor offerings to particular market segments, avoiding the delays of custom IT coding.

Implementation Services and Long-Term Support

Guidewire is completely committed to your success—starting with your implementation project and continuing over the long term. Our implementation methodology and planning tools significantly reduce project risk from planning through execution. We typically deploy a small professional services team to work closely with you and transfer the knowledge and skills you'll need to maintain and manage your new system. We also have strong partnerships with many system integrator partners who can assist with your implementation. After launch, our staff provides around-the-clock support, and a dedicated support engineer acts as your advocate to make sure you are well informed and well served.

In addition, we have the commitment and know-how to support you—for decades. All our products undergo rigorous testing, including more than 100,000 automated tests. The success of more than 100 installations completed or in process of Guidewire InsuranceSuite applications attests to the quality, flexibility, and scalability of our solution. Also, your ability to upgrade to new versions with expanded functionality and technical updates ensures you'll stay current with your business needs.

Software—A flexible, durable foundation

• Modern architecture

• Functionality for legacy replacement

• Designed for flexibility and integration

Delivery—The right people, proven methods

• Efficient, predictable implementation

• Agile methods and deep knowledge transfer

• Long record of customer success

Commitment—Well beyond go-live

• Sustained investment in technology

• Improvements through upgrade

• Collaboration with growing customer community

Guidewire gives you a complete, proven solution for your long-term success: powerful software, skilled implementation with knowledge transfer, and a provider willing and able to support your continuous improvement.
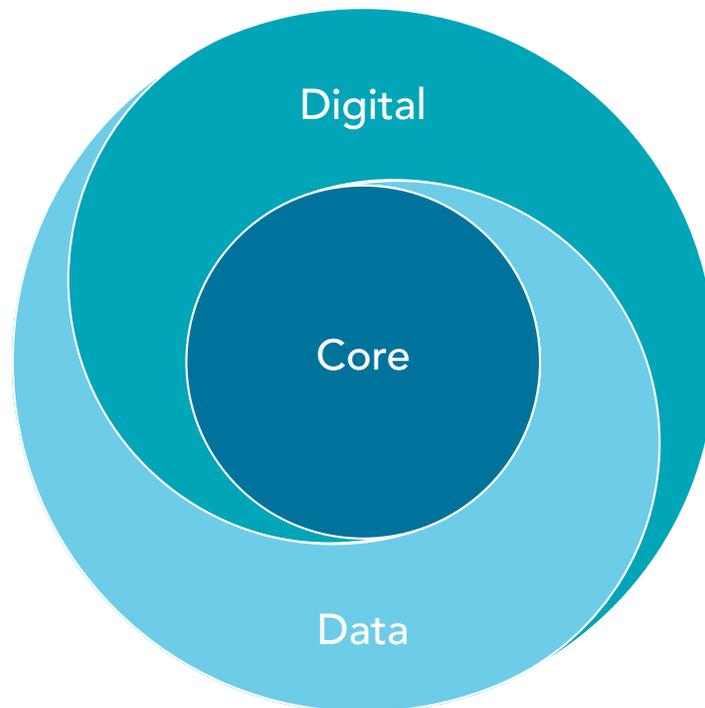
Platform for Success

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

About Guidewire Software

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.

Visit guidewire.com to learn more.