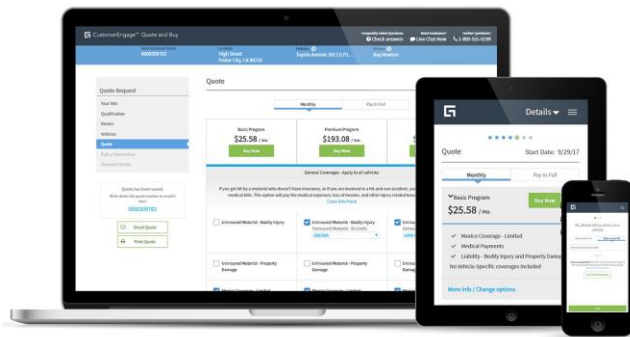




Guidewire CustomerEngage

Reach more policyholders with mobile-optimized, quote-and-buy experiences as well as self-service account management

DATA SHEET



The Challenge of Serving Today's Policyholders

We are living in the digital engagement era, and today's insurance buyers want to research insurance policies, file claims, schedule repairs, and settle their bills from anywhere and on any device. Yet many insurance customers remain frustrated by confusing user interfaces and limited mobile service due to websites that do not integrate seamlessly with insurers' core systems.

The Solution: Guidewire CustomerEngage

Guidewire CustomerEngage™ is part of the Guidewire Digital™ family of applications and an integral part of Guidewire InsurancePlatform™. CustomerEngage lets individuals and business owners research and buy insurance, manage their accounts, and communicate with agents and brokers, customer service representatives, claims associates, and repair vendors via text, chat, or voice from their smartphones or desktops.

CustomerEngage Quote and Buy

Guidewire CustomerEngage™ Quote and Buy* helps insurers grow their businesses through omnichannel, real-time, intuitive digital experiences that reflect the unique branding of their organizations. Policyholders and prospective new customers can use the application to:

BENEFITS

CustomerEngage Quote and Buy

Improve:

- Overall sales with streamlined quoting, product comparisons, and easy buying experiences
- Upsell opportunities with multiple product options
- Customer satisfaction with quick answers to questions

Reduce:

- Call center traffic
- Missed selling opportunities due to lack of straight-through processing
- Overall operational costs

CustomerEngage Account Management

Improve:

- Self-service to customers across policy, billing and claims
- Communication with policyholders
- FNOL processes and preferred vendor selection
- Customer satisfaction

Reduce:

- Call center traffic
- Late payments
- Overall operational costs

* Formerly "Quote and Buy Portal"

- Obtain quotes quickly, compare offerings side by side, get product guidance, and buy policies online
- Snap a photo of their driver's license to pre-fill data and scan their VIN number electronically to speed up the auto quote process
- Save applications on one device and continue later on another
- Get answers to common questions from a helpful FAQ page

CustomerEngage Account Management

Guidewire CustomerEngage™ Account Management** increases policyholder satisfaction and reduces service costs by providing digital self-service capabilities. An at-a-glance view includes up-to-date policy details, billing information, and claims status. With CustomerEngage Account Management, policyholders can:

- See a timeline of complete account activity, make common account changes, and print documents
- View billing details, make payments, set up auto-payment, and get answers to billing questions
- File and track claims, upload photos and documents, select preferred repair vendors based on their current location, and communicate with adjusters
- Get personalized offers and use policy coverage guidance to understand and decide which coverages are best for them
- Upload spreadsheets for commercial property policies, and drag-and-drop documents to speed up renewal, policy change, and claims processes
- Get answers to common questions from a helpful FAQ page

Enabling IT to Support Digital Strategies

IT teams can support insurers' digital strategies with flexible, easy-to-maintain applications that integrate seamlessly with Guidewire InsuranceSuite™. With CustomerEngage, they can:

- Support omnichannel digital strategies
- Extend Guidewire InsuranceSuite capabilities rather than duplicating code
- Enforce consistent underwriting rules and defined workflows
- Leverage defined business rules and product models in Guidewire InsuranceSuite
- Equip prospects and customers with easy-to-navigate applications and achieve consistency across all communication channels
- Tailor user interfaces to reflect insurer branding, and use marketing logic or predictive analytics to deliver personalized offers to policyholders
- Configure and customize when needed
- Leverage future Guidewire releases, third-party partnerships, and ongoing innovations

Promoting Digital Engagement with Guidewire Digital Applications

Guidewire Digital applications provide real-time, self-service transactional insurance experiences for policyholders, agents and brokers, customer service representatives, and repair vendors—from anywhere and on any device. The applications integrate seamlessly with Guidewire core systems and are tailored to the needs of each end user to facilitate navigation, streamline business processes, and promote customer satisfaction. Insurers around the globe use Guidewire Digital applications to manage their insurance lifecycles, lower operating costs, and meet and exceed the digital expectations of today's consumers.

About Guidewire Software

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. Follow us on twitter: @Guidewire_PandC.

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** Formerly "Account Management Portal"