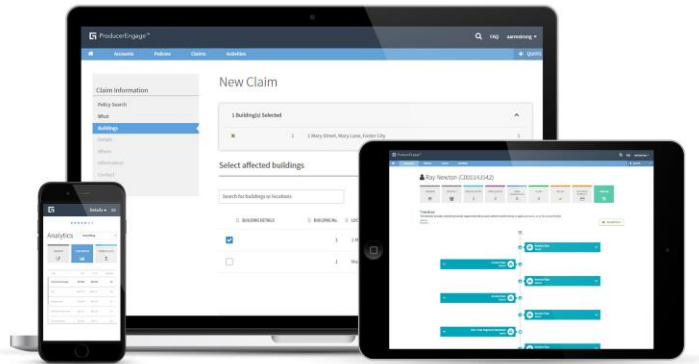




# Guidewire EnterpriseEngage

Deliver engaging omnichannel insurance experiences to *all* of your stakeholders across lines of business

## DATA SHEET



### The Digital Challenge for Today's Insurers

In today's digitally motivated world, everyone from policyholders to repair vendors, agents to brokers, and customer service representatives to business executives wants to communicate and collaborate using digital technology. Yet many insurers struggle to deliver omnichannel, on-demand digital service across their organizations.

### The Solution: Guidewire EnterpriseEngage

Guidewire EnterpriseEngage™ comprises the entire Guidewire Digital™ family of applications: Guidewire CustomerEngage™, Guidewire ProducerEngage™, Guidewire ServiceRepEngage™, and Guidewire VendorEngage™. It enables insurers to deliver digital service across their organizations as well as externally to policyholders and prospects. The offering includes all Guidewire Digital Services, as well as reference designs, applications, tests, and Guidewire Digital platform integrations.

### A Digital Platform to Promote Sales Growth

EnterpriseEngage bundles all Guidewire Digital products into one powerful, tailored platform to grow business across channels and lines of business. All insurance stakeholders enjoy anytime/anywhere policy, billing, and claims service from the devices of their choice as well as current, accurate information across all touchpoints in the insurance lifecycle.

## BENEFITS

For insurance stakeholders:

- Anywhere/anytime access to the policy, billing, and claims information and service they need
- Personalized digital experiences
- Streamlined quote-and-buy processes for customers and policyholders
- Self-service claims tracking, account management, and billing
- Quick answers to common questions

For insurers:

- Powerful digital sales tools for customers, policyholders, sales representatives, and agents and brokers
- Faster speed-to-market for new products and product changes
- Increased operational efficiencies
- Fast, direct service capabilities and transparent policy, billing, and claims processes for increased customer and business stakeholder satisfaction

## Leveraging the Core for Optimal Business Operations

EnterpriseEngage lets insurers leverage their investments in Guidewire InsuranceSuite™ to get faster speed-to-market for product changes and new product releases, reduced costs through the elimination of manual processes and slow communications methods, and more cost-effective customer service through self-service capabilities. In addition, having a single source of truth across all insurer channels—call centers, agents, vendors, and policyholders—ensures greater satisfaction for everyone along the way.

## Delivering Personalized Journeys for the People Insurers Serve

- **Guidewire CustomerEngage™ Quote and Buy** delivers mobile-optimized experiences for researching and buying insurance. **Guidewire CustomerEngage™ Account Management** increases policyholder satisfaction and reduces service costs by providing digital self-service capabilities on any device across policy, billing, and claims.
- **Guidewire ProducerEngage** makes it easy for agents, brokers, and business partners to do business with insurers by providing the capabilities to do full lifecycle sales and service, manage their books of business, and collaborate with insurers' underwriting and servicing staffs.
- **Guidewire ServiceRepEngage** enables customer service representatives to offer informed and empathetic service to policyholders using real-time, 360° views of policyholder accounts and full-lifecycle sales and service capabilities.
- **Guidewire VendorEngage** lets service vendors like car repair shops easily manage the claims to which they are assigned, and to communicate and collaborate with adjusters.

## 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 EnterpriseEngage, they can:

- Support omnichannel digital strategies
- Create robust and unique digital experiences by leveraging Guidewire Digital Services, as well as reference designs, applications, tests, and Guidewire Digital platform integrations
- Extend Guidewire InsuranceSuite capabilities rather than duplicating code
- Enforce consistent underwriting rules and defined workflows
- Equip prospects and customers with eye-pleasing, 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
- 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](http://www.guidewire.com). Follow us on twitter: @Guidewire\_PandC.

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