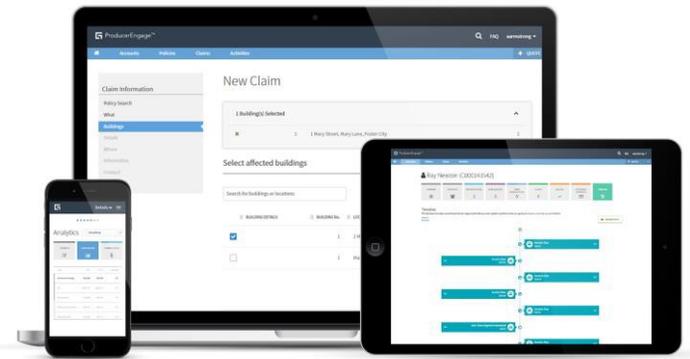


Guidewire ProducerEngage

Empower agents, brokers, and partners with self-service digital tools for the entire sales and service lifecycle

DATA SHEET



The Challenge for Agents and Brokers

Today's insurance prospects and policyholders expect fast, personalized sales and service. The challenge for many agents, brokers, and business partners is to provide timely access to policy, billing, and claims information so that they can serve prospects and policyholders quickly and efficiently through their preferred channel of engagement. Failing to respond to this challenge results in slow response times, frustrated customers, and even lost business.

The Solution: Guidewire ProducerEngage

Guidewire ProducerEngage™ lets agents and brokers satisfy customers with responsive and personalized sales and service. ProducerEngage* gives agents, brokers, and business partners omnichannel digital access to robust self-service tools and current policy, billing, and claims information, providing real-time insights that foster productive relationships with prospects and policyholders.

Equipping Agents and Brokers to Grow Business

ProducerEngage makes it easy for agents, brokers, and business partners to exceed customer expectations and expand their businesses—and insurers' businesses—by delivering exceptional sales and service. They can use the application to perform the following tasks:

BENEFITS

Improve:

- Collaboration with agents, brokers, and business partners
- Response time to prospect and policyholder inquiries
- Quote-and-buy, policy updating, and claims processes
- Speed and efficiency of quotes with enhanced quote flow navigation and “Two-Phase” quoting
- Delivery of workers' compensation insurance policies
- Cross-sell and up-sell capabilities
- Personalized support to policyholders

Reduce:

- Missed sales due to lack of straight-through processing
- Wasted time and costs with new enhanced error handling
- Customer service and call center costs
- Overall operational costs

* Formerly “Gateway Portal for Agents”

- Sell and service personal and commercial lines insurance, including Commercial Auto, Commercial Property, Business Owners, and Workers' Compensation insurance.
- Generate quotes quickly with "Two-Phase" quoting that lets insurers prioritize critical quote questions ahead of binding questions to eliminate time wasted on quotes that cannot be bound.
- Access up-to-date account activity on quotes, policies, related accounts, billing, and claims information.
- Identify and address errors and underwriting issues as they arise in the quote process with helpful error messages, warnings, refer-to-underwriter workflows, and "Knock-Out" alerts if a submission cannot be bound.
- Consult a timeline viewer of all policyholder account activity—using the same timeline viewer that policyholders and CSRs use so that everyone is in sync.
- Submit new claims, specify repair vendors using maps that pinpoint policyholders' current locations, and track claims progress.
- Consult Commissions Reports at both Account and Policy levels with the integration with Guidewire BillingCenter™, and track business performance with custom analytics reports when ProducerEngage is deployed with Guidewire InfoCenter™ 9.2.

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 ProducerEngage, they can:

- Support omnichannel digital strategies
- Extend Guidewire core system capabilities rather than duplicating code
- Enforce consistent underwriting rules and defined workflows
- Equip agents and brokers with easy-to-navigate applications and achieve consistency across all communication channels
- Tailor user interfaces to reflect insurer branding
- Ensure performance and security by blacklisting and blocking unsupported browsers and directing end users to supported browsers
- 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. More than 130 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 industry platform that Property and Casualty (P&C) insurers rely upon to adapt and succeed in a time of accelerating change. We provide the software, services, and partner ecosystem to enable our customers to run, differentiate, and grow their business. We are privileged to serve more than 350 companies in 32 countries. For more information, please visit www.guidewire.com and follow us on twitter: [@Guidewire_PandC](https://twitter.com/Guidewire_PandC).