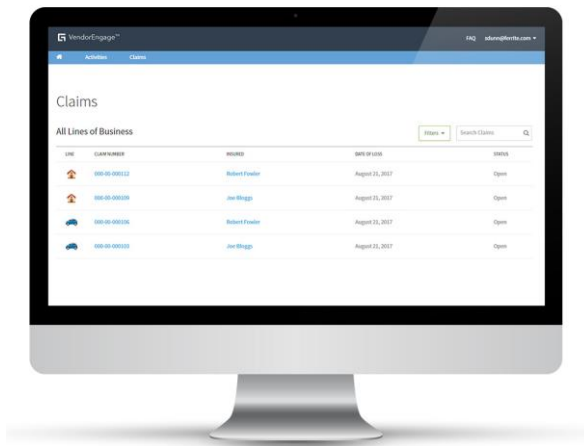




# Guidewire VendorEngage

Reduce claims processing time and improve customer satisfaction with an omnichannel, digital management experience for service vendors

## DATA SHEET



### KEY BENEFITS

- Reduce:
  - Cost of repair quotes, and invoice tracking
  - Claims lifecycle time
  - Claims leakage due to miscommunication
  - Total Cost of Ownership with a digital solution that integrates seamlessly to the core
- Improve:
  - Vendor engagement and on-time performance
  - Speed of handling service requests, and negotiation and approval of quotes
  - Communication and accuracy of repair quotes
  - Customer satisfaction with real-time, transparent claims processes

### The Insurance Vendor Challenge

Building contractors, car repair shops, and other insurance vendors are key players when it comes to managing claims efficiently and improving customer satisfaction. Yet many vendors find it difficult to juggle quotes, schedule repairs, and handle paperwork—especially when faced with large workloads.

Insurers, in turn, rely on service vendors to deliver quotes and repairs in a timely manner, but can be frustrated by slow responses and leakage due to miscommunication.

For policyholders, slow and unclear claims processes are frustrating, and can prompt them to end their relationship with an insurer.

### The Solution: Guidewire VendorEngage

Guidewire VendorEngage™\* is part of the Guidewire Digital™ family of applications, and an integral part of the Guidewire InsurancePlatform™. VendorEngage gives insurance vendors real-time, omnichannel access to the claims information they need to communicate effectively with adjusters, manage service requests, update quotes, and respond quickly to policyholders' needs.

\*Formerly "Claim Portal for Vendors"

## Equipping Vendors to Deliver Better Service

Repair facilities and building contractors can access VendorEngage at any time, and on any device, to manage their workloads through a visually pleasing, easy-to-navigate user interface that enables them to:

- View, accept, and reject service requests
- Add and revise quotes for upcoming work
- Provide expected completion dates and progress updates
- Attach documents such as repair orders, invoices, revisions, and estimates
- View active invoice status and history
- Communicate with claims handlers and adjusters
- Expedite the service request process using a strong collaboration and communication platform

## Enabling IT to Support Digital Strategies

IT teams can support insurers' digital strategies with a flexible, easy-to-maintain application that integrates seamlessly with Guidewire InsuranceSuite™. With Guidewire VendorEngage, they can:

- Support omnichannel digital strategies
- Extend Guidewire InsuranceSuite capabilities rather than duplicating code
- Leverage defined business rules and product models in Guidewire core systems
- Deliver consistent user experiences to vendors
- Achieve consistency across all communication channels with current information from a single source
- Enforce consistent vendor management rules and defined workflows
- Tailor the user interface to reflect insurer branding
- Configure and customize when needed
- Leverage Guidewire's future 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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