2013 RAVE AWARDS
Presented by Tech Decisions & Novarica

A supplement to
TECHDECISIONS
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2013 RAVE Awards: Customer Value Rules

The RAVE Awards were designed by Tech Decisions and Novarica to recognize those solutions that are delivering exemplary value to their customers as measured by those customers themselves.

The RAVE Awards are unlike any other award in the insurance technology space. Rather than being chosen by a board of experts or an open online poll, the winners are those that received the highest aggregate rankings from a group of current clients using Novarica’s Average Customer Experience (ACE) Ranking methodology.

As the basis for the RAVE Awards, the ACE Ranking methodology reflects current customer enthusiasm for each winner, rather than marketing hype or third-party opinion. It reflects the single most important source of information that insurers turn to when selecting a solution: each other.

The RAVE Awards are not by any means a comprehensive review of the entire marketplace. More than 1,000 insurance executives (each response validated) have participated in the ACE Rankings since they were launched, and over 75 solutions have been rated by at least three of their clients, the minimum number required to gain an ACE Ranking Score.

In this fourth annual RAVE Awards, we’ve made changes to recognizing software solutions across categories that receive overall scores of 94 or above out of 100. This gives us the opportunity to show which classes of solution are delivering the highest levels of satisfaction to their clients.

The goal of the RAVE Awards is not to establish definitively the “best” solution in each class. There is no such thing as a best solution for all potential clients. The right fit of staff, organization, functionality, and technology is going to vary widely, and what’s best for one company may not be best for another.

But the RAVE Awards do recognize solutions whose current customers are enthusiastic about the value these solutions have brought to their organizations. And since the creation of business value is the first and foremost goal of any technology investment, we congratulate the RAVE Award recipients on their outstanding achievements.

— Matthew Josefowicz
Managing Director, Novarica,
Lead Researcher, Novarica ACE Rankings

More information about the Novarica ACE Rankings is available online at www.novarica.com/acerankings_faq.
COMPANY: GUIDEWIRE SOFTWARE
Product: ClaimCenter
Representative: Brian Vannoni, Director, Product Marketing

To what do you attribute the positive ratings from your customers?

VANNONI: “We would like to thank Tech Decisions and Novarica and especially our customers for this award. We believe our focus on software, delivery, and customer commitment has enabled us to achieve positive customer ratings.”

How do you communicate with your insurance carrier customers to meet their needs?

VANNONI: “We value our customer relationships and collaborate closely with our customers throughout the development process. Product and regional user groups and our annual user conference enable us to regularly get feedback from customers and also to preview some of the innovative themes we have in mind for future versions. In addition, we have connected our community of in-production ClaimCenter customers via Guidewire Live, which enables them to share benchmarking data and communicate with one another.

What are some of the positive developments your company has achieved in the past year to make your product stand out amid a crowded solution-provider market?

VANNONI: “Guidewire is 100 percent focused on building next-generation p&c core systems, enabling insurers to replace the legacy systems that have prevented them from running their business the way they want to. We are excited to celebrate ClaimCenter’s 10th anniversary this year, and we continue to enhance the product in innovative ways. This past year we launched Guidewire Live for our in-production ClaimCenter customers. Guidewire Live brings together the Guidewire customer community to share and compare data to help them know more about their businesses and how they compare to their peers.”

Background: Guidewire provides flexible core systems that enable you to deliver insurance the way you want to. The core system suite spans the entire p&c lifecycle—underwriting, policy administration, billing, claims and reinsurance management. Guidewire focuses on one challenge: enabling you to replace your legacy core systems. The work is complicated, requiring a deep understanding of both the insurance business and expert software engineering.
Guidewire Helps Mercury Insurance Grow its Business.

Mercury Insurance, a leading multi-line property/casualty insurer, wanted to grow its business by offering a new product in a new state. A change like this would have been slow or impossible to make with its existing technology. Guidewire InsuranceSuite™ was selected for an integrated, modern approach to policy administration, underwriting, billing, and claims management.

Through a well coordinated, cross-team effort, Mercury Insurance has simultaneously deployed Guidewire’s InsuranceSuite systems in a 13-month ‘greenfield’ project, and can now quickly respond to the needs of its business.

Visit www.guidewire.com/td3 to explore how Guidewire can help your organization.

“We can issue policies 50% faster with Guidewire PolicyCenter than with our previous system, and we’ve been able to double our new business targets.”

JANET NORRIS
PERSONAL LINES, DIVISIONAL MANAGER
MERCURY INSURANCE GROUP