

# Guidewire PolicyCenter®

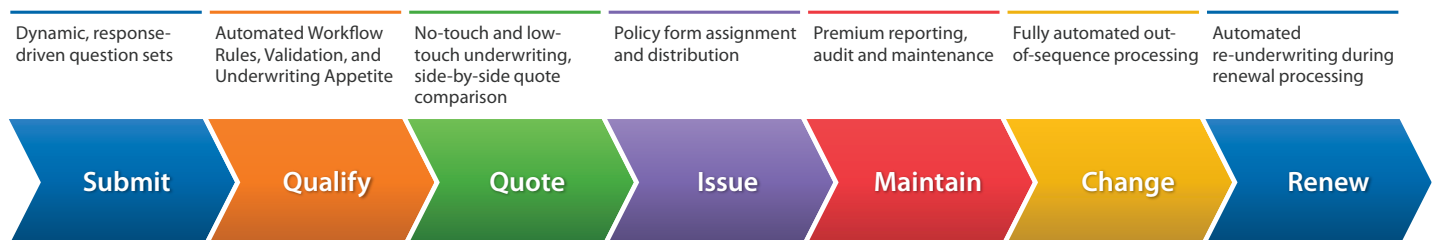
Policy management and underwriting professionals told us what they wanted in a policy system: automation, unification of disparate systems, and the flexibility to serve different and ever-changing customer demands. Guidewire PolicyCenter is that system.

Just as important as PolicyCenter's capabilities in meeting this challenge is Guidewire's track record of successful implementations and customer commitment. We've never had a failed implementation, and we continuously invest in improving our software based on feedback from our customers and the market at large, enabling you to continually improve. With Guidewire and Guidewire PolicyCenter, you can deliver insurance the way you've always wanted—with the flexibility needed to lower the cost of operations and grow profitably for decades.

**"Amica has a very high bar when it comes to customer service. PolicyCenter will allow us to raise that bar even higher."**

— JIM BUSSIERE, SENIOR VICE PRESIDENT,  
SALES AND CLIENT SERVICES, AMICA MUTUAL  
INSURANCE CO.

## PolicyCenter Processes



## PolicyCenter At-A-Glance

PolicyCenter supports the entire policy lifecycle for personal, commercial, and workers' compensation insurance. It automates underwriting and policy management and is designed exclusively for property/casualty (P/C) insurers. It is a complete system-of-record and supports the core functions of the policy lifecycle including: product definition, underwriting, quoting, binding, endorsements, and renewals. PolicyCenter is built on modern web technology, based on industry standards, with no legacy code. It works out-of-the-box as a standalone system or as part of the Guidewire Insurance Suite™ and can be integrated with legacy systems and third-party applications.

PolicyCenter gives you complete flexibility to make changes to meet your specific needs, including how work is distributed and managed and how key underwriting decisions are made. The product definitions, business rules, screens, workflow and data model—virtually everything—can be configured using graphical tools. All configuration changes are partitioned from source code, which preserves your specific configuration on an upgrade path to future enhancements.

# Deliver insurance your way.

## HIGHLIGHTS

**Enables fast product creation**—flexible definition of products to seize new opportunities or respond to market changes or compliance requirements

**Increases efficiency throughout the policy lifecycle**—fully automated support for straight-through processing, work assignment, other low-level tasks

**Improves risk selection**—consistent application of complex underwriting guidelines for low-touch or no-touch underwriting

**Heightens user productivity**—streamlined data entry and role-based workflow to make it easier to process policies

**Facilitates on-demand service**—policy information and business interactions via a browser or portal

**Provides a stable and strong core system that works as promised**—rigorously tested for quality and scalability

## Succeed with PolicyCenter

**Meet the market's demands.** With the ability to make rapid product definition and workflow changes, PolicyCenter helps you respond to regulatory changes, evolve business processes, and accelerate time-to-market for new products.

**Achieve underwriting excellence.** By improving access to information, automating low-level tasks, and enforcing consistent adherence to underwriting guidelines, PolicyCenter enables you to reduce underwriting costs and improve quality.

**Better serve your customers and producers.** PolicyCenter helps you improve interactions with agents and policyholders, consistently convey appetite, and provide better service to customers of all types.

## Technology

### An Integrated Suite Designed for Your Environment

The Guidewire Insurance Suite—PolicyCenter, BillingCenter, and ClaimCenter—is built on a unified set of enabling capabilities for consistent configuration, integration, administration, and security. These common capabilities allow the best-of-breed applications to be delivered as an integrated suite. After you learn how to integrate, maintain, and manage one of the applications, you'll know how to do the same for the others. In addition, using a service-oriented architecture (SOA), all the applications can integrate into complex IT environments. Hundreds of systems of many types, including legacy mainframe systems, have been integrated with our software.

### Flexible Configuration and Upgradeability

The Suite's configuration layer allows you to change virtually anything about the applications—data model, business rules, workflows, user interface—without altering the source code. If you change an application to meet your own specifications, the core technology components aren't affected. Therefore, upgrading to take advantage of functionality available in an application's new version does not affect your specific configuration. This architecture ensures that you will never be left without an upgrade path because you've modified the software to meet a specific need.

## Policy Management and Underwriting Your Way: Some Examples

### Automated Consistency, Ease-of-Use Improves Underwriting Efficiency and Quality

Superior underwriting requires automating low-level tasks, applying the right expertise at the right moments, improving analysis, and enforcing consistency. PolicyCenter supports all of these goals.

The system automates many low-level tasks including identification and assignment of cases for either straight-through or exception-based processing. PolicyCenter applies rules-driven underwriting guidelines to decide clear-cut cases without human involvement. Exception cases requiring judgment are routed to an underwriter with expertise in the pertinent line of business, risk type, geography, or agency relationship. Productivity is vastly improved because people can focus on the specific issues, rather than on figuring out if there are issues. Equipped with visibility into workloads, supervisors can optimize team throughput and responsiveness.

PolicyCenter also correctly assesses submissions to help avoid the errors and inconsistencies that create leakage. The business rules system lets you leverage the knowledge of your most experienced underwriters to improve the performance of less seasoned team members. And PolicyCenter ensures that your business rules are consistently applied, helping you optimize risk selection and reduce loss ratios. With a full view of an account, including transactional history and losses and payments provided on tabs of the same screen, underwriters can better assess risk and make the right decision.

### Product Model Accelerates Speed-to-Market

Multi-year backlogs of IT requests are not uncommon in the insurance business. But if you have to get in line for time- and labor-intensive reprogramming to enable a new product or territory, you could fail to capture new opportunities.

PolicyCenter accelerates your speed-to-market by giving your product development, actuarial, and underwriting teams nearly unlimited flexibility in defining the products you want to offer. Easy-to-use configuration tools let the right people with the right knowledge tailor offerings to particular market segments, avoiding the delays of custom IT coding.

“With PolicyCenter, technology limitations will no longer be a barrier to the service enhancements and process improvements we would like to implement.”

— TIM STRONKS, VICE PRESIDENT, PERSONAL LINES, FARM BUREAU MUTUAL OF IDAHO

## Implementation Services and Long-Term Support

**Guidewire is completely committed to your success**—starting with your implementation project and continuing over the long term. Our implementation methodology and planning tools significantly reduce project risk from planning through execution. We typically deploy a small professional services team to work closely with you and transfer the knowledge and skills you'll need to maintain and manage your new system. We also have strong partnerships with many system integrator partners who can assist with your implementation. After launch, our staff provides around-the-clock support, and a dedicated support engineer acts as your advocate to make sure you are well informed and well served.

**In addition, we have the commitment and know-how to support you**—for decades. All our products undergo rigorous testing, including more than 100,000 automated tests. The success of more than 100 installations completed or in process of Guidewire Insurance Suite applications attest to the quality, flexibility, and scalability of our solution. Also, your ability to upgrade to new versions with expanded functionality and technical updates ensures you'll stay current with the needs of your business.



### Software—A flexible, durable foundation

- Modern architecture
- Functionality for legacy replacement
- Designed for flexibility and integration

### Delivery—The right people, proven methods

- Efficient, predictable implementation
- Agile methods and deep knowledge transfer
- Long record of customer success

### Long-term Commitment—Well beyond go-live

- Sustained investment in technology
- Improvements through upgrade
- Collaboration with growing customer community

*A complete, proven solution for your long-term success: powerful software, skilled implementation with knowledge transfer, and a provider willing and able to support your continuous improvement.*

# Guidewire

#### Guidewire Software, Inc. – World Headquarters

2211 Bridgepointe Parkway, Suite 200  
San Mateo, CA 94404 USA  
Tel: +1 650 357 9100  
www.guidewire.com

#### Guidewire Software Canada Ltd.

2810 Matheson Boulevard East, Suite 200  
Mississauga, ON, Canada L4W 4X7  
Tel: +1 905 267 3809

#### Guidewire Software (UK) Ltd.

St. Clements House, 27-28 Clements Lane  
London EC4N 7AE U.K.  
Tel: +44 203 207 9055

#### Guidewire Software, Pty Ltd

Level 2, 131 Clarence Street  
Sydney NSW 2000 Australia  
Tel: +61 2 8215 0525

#### Guidewire Software France SAS

53 Rue Sainte-Anne  
75002 Paris, France  
Tel: +33 1 47 03 44 44  
www.guidewire.fr

#### Guidewire Software GmbH

Zeppelinstrasse 71-73  
81669 Munich, Germany  
Tel: +49 89 45 835 460  
www.guidewire.de

#### Guidewire Software Japan K.K.

12th Floor Yurakucho ITOCIA, 2-7-1  
Yurakucho, Chiyoda-ku  
Tokyo, Japan 100-0006  
Tel: +81 3 6860 4558  
www.guidewire.jp

#### Guidewire Software Asia Ltd.

Suite 5704-5, 57th Floor, Central Plaza  
18 Harbour Road  
Wanchai, Hong Kong  
Tel: +852 9700 6761

For a complete list of Guidewire offices and contact information, please visit [www.guidewire.com/contact-us](http://www.guidewire.com/contact-us).