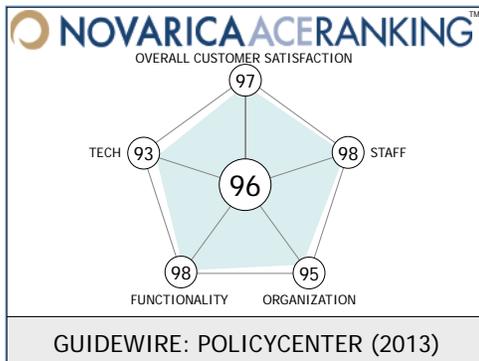


# NOVARICA ACERANKING

## GUIDEWIRE: POLICYCENTER

### Novarica Average Customer Experience (ACE) Ranking Report 2013 Q4



Novarica Average Customer Experience (ACE) Rankings are based on an online survey of senior technology and operational executives at three insurer clients who have direct experience with the vendor product and organization.

Novarica validates the identity and responses of the participants, who are assured of anonymity.

The Novarica ACE Ranking survey asks for the reference to rank his or her experience with the vendor and solution on a 5-point scale from "Very Poor" to "Very Good" against various areas of customer experience, for example "Responsiveness of vendor senior executives."

These statements are grouped into Novarica's four **SOFT** areas (Staff, Organization, Functionality, and Technology) as well as an additional area for Overall Customer Satisfaction, which is double-weighted in the average.

Novarica ACE Rankings are produced independently and are not sponsored by the vendor. Novarica offers vendors the opportunity to direct clients to the survey and also solicits participation directly from its own network of insurer contacts.

The Novarica ACE Ranking is intended to provide an objective measurement of customer satisfaction levels in general, and is intended to be used to guide insurers' own due diligence processes when evaluating potential solution providers. **It is not a substitute for conducting reference interviews or visits prior to selecting a solution.**

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## ABOUT THE VENDOR AND SOLUTION

Guidewire Software, Inc. (Guidewire) is based in Foster City, CA with over 1,060 employees. Their annual revenue is between \$100 million and \$250 million. It was founded in 2001. Guidewire is traded on the NYSE (NYSE: GWRE).

Guidewire's policy administration solution, PolicyCenter, was launched in 2006 and last re-architected in 2008. The most recent update included an enhanced user interface, more accessible product configuration, improved visibility into customer information, enhanced search capabilities, and simplified data entry leveraging data import tools. Guidewire reports that there are 11 US P/C insurers live on PolicyCenter, including 5 with annual premium over \$1 billion. Clients are a mix of personal and commercial carriers. There are also three Canadian insurers live on the solution including one with over \$1 billion in annual premium. There are seven carriers live on the solution outside of the US and Canada (including two with over \$1 billion in annual premium). 87% of clients are on the latest release, and 14% are on a version that is more than 3 years old. Publicly announced clients include American Family, Amica, Canadian Automobile Assoc. (CAA), Citizens, CNA, The Co-operators (Canada), Farm Bureau Mutual of Idaho, Farmers' Mutual Group (Australia), Guild Insurance (Australia), Jewelers Mutual, Kentucky Farm Bureau, Lumley (New Zealand), Mercury Insurance, Missouri Employers Mutual, RACQ Insurance (Australia), Safe Auto, Sentry Insurance, SSQ General (Canada), State Compensation Fund Arizona, Suncorp (Australia), Universal Insurance Group (Puerto Rico), Elephant Insurance Services LLC, Rockhill Insurance Co., SBI Insurance (Japan), and Texas Windstorm. PolicyCenter was last mentioned in *NOVARICA MARKET NAVIGATOR™ US Property/Casualty Policy Administration Solutions 2013 (Q3)*.

## ABOUT THE RESPONDENTS

Reference Title	Company Type	Areas Where Solution is Used	Years
IT Director	Large Multiline Insurer	Independent agents, direct writers, underwriting, processing	5
SVP & CIO	Large P/C Insurer	Underwriting, claims, agents, Web channel	4
VP Insurance	Midsized Canadian P/C Insurer	All areas	1

## STAFF

Staff	Avg. Ranking
Responsiveness of vendor senior executives	100
Responsiveness of vendor implementation team	100
Responsiveness of vendor support team	92
Overall vendor team understanding of my business	100
Overall vendor team knowledge of own product	100
<b>Overall Staff Average</b>	<b>98</b>

## ORGANIZATION

Organization	Avg. Ranking
Makes appropriate implementation and support resources available	100
Project management practices	92
Gives customers a voice in product development planning	100
Training and documentation	100
Reasonableness in contract negotiations	83
<b>Overall Organization Average</b>	<b>95</b>

## FUNCTIONALITY

Functionality	Avg. Ranking
Ease of use	100
General business user satisfaction with the product	100
Product delivers the promised functionality	100
Product improves business processes	92
Product's ability to adapt to new business needs	100
<b>Overall Functionality Average</b>	<b>98</b>

## TECHNOLOGY

Technology	Avg. Ranking
General system performance	100
Scalability	83
Ease of integration	92
Use of current technology	100
Fit with IT architectural vision	92
<b>Overall Technology Average</b>	<b>93</b>

## OVERALL CUSTOMER SATISFACTION

Overall Customer Satisfaction	Avg. Ranking
Overall satisfaction with product performance	92
Overall satisfaction with vendor service levels	92
Overall satisfaction with vendor relationship management	100
I would buy this product again if I had it to do over again	100
I would buy other products from this vendor assuming I had a need	100
<b>Overall Customer Satisfaction Average</b>	<b>97</b>

## COMMENTS

*Consistently excellent in their product knowledge, understanding of our needs, responsiveness and eagerness to help.*

## ABOUT NOVARICA

Novarica provides information, insights, and perspective on markets, operations, and technology to financial services and insurance executives and project teams. The company delivers its service through published research, retained advisory services, and project-based consulting. Novarica's research includes market and trend analyses, best practices research, case studies, and independent analyses of insurance software vendors. Novarica draws its knowledge from the personal experience of its principals, the ongoing information gathering initiatives of dedicated research staff, and regular communication with insurer executives through informal networks and through the Novarica Insurance Technology Research Council. More information is available online at [www.novarica.com](http://www.novarica.com).