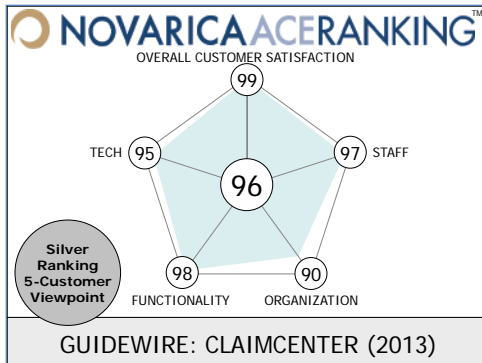


# NOVARICA ACERANKING

## GUIDEWIRE CLAIMCENTER

### Novarica Average Customer Experience (ACE) Silver 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. **Silver Rankings, like this one, are based on 5 client responses.**

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 1,100 employees globally. Annual revenue was \$300.7M in FY2013. The company is listed on the NYSE as GWRE.

Guidewire reports that there are 57 US P/C insurers live on Guidewire ClaimCenter. 22 have annual premium over \$1 billion. Ten are personal carriers, including 4 with over \$1 billion in annual premium. Twenty-one are commercial carriers including 5 with over \$1 billion in premium. Twenty-six are combined personal and commercial carriers including 13 with over \$1 billion in annual premium. There is also 1 MGA live on the solution as well as 12 Canadian insurers, including 7 carriers with over \$1 billion in annual premium. Twenty-seven carriers are live on the solution outside the US and Canada, including 16 carriers with over \$1 billion in annual premium. 47% of clients are on the latest release, and 53% are on a version that is more than 3 years old. Publicly announced clients include Amica, Mercury, Nationwide, Jewelers Mutual, New Mexico Mutual, The Co-operators, and Wawanesa. Guidewire ClaimCenter was last mentioned in *NOVARICA MARKET NAVIGATOR™ US Property/Casualty Claims Systems 2013 (Q4)*.

## ABOUT THE RESPONDENTS

Reference Title	Company Type	Areas Where Solution is Used	Years
Project Director	Midsized Canadian P/C Insurer	Claims department	1
Sr. Vice-President	Midsized P/C Insurer	Claims	6
AVP, IT	Midsized P/C Insurer	Claims	1
CIO	Midsized P/C Insurer	Claims	8
Claims Business Applications Development Manager	Large Multiline Insurer	Claims	6

## STAFF

Staff	Avg. Ranking
Responsiveness of vendor senior executives	100
Responsiveness of vendor implementation team	95
Responsiveness of vendor support team	95
Overall vendor team understanding of my business	95
Overall vendor team knowledge of own product	100
<b>Overall Staff Average</b>	<b>97</b>

## ORGANIZATION

Organization	Avg. Ranking
Makes appropriate implementation and support resources available	95
Project management practices	95
Gives customers a voice in product development planning	90
Training and documentation	85
Reasonableness in contract negotiations	85
<b>Overall Organization Average</b>	<b>90</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	95
Product's ability to adapt to new business needs	95
<b>Overall Functionality Average</b>	<b>98</b>

## TECHNOLOGY

Technology	Avg. Ranking
General system performance	95
Scalability	95
Ease of integration	90
Use of current technology	95
Fit with IT architectural vision	100
<b>Overall Technology Average</b>	<b>95</b>

## OVERALL CUSTOMER SATISFACTION

Overall Customer Satisfaction	Avg. Ranking
Overall satisfaction with product performance	100
Overall satisfaction with vendor service levels	95
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>99</b>

## COMMENTS

*Everyone is caring so much for the client project.*

*Guidewire team members are direct and dedicated in assuring delivery of a value solution for their customers.*

*We just bought from this vendor another product (policy system) and mostly because of our satisfaction in all aspects with the previous project.*

## 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).