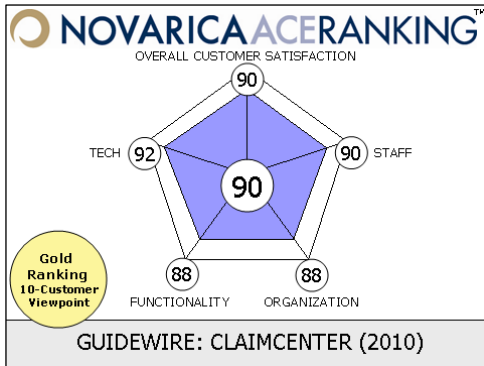


# NOVARICA ACERANKING

## GUIDEWIRE: CLAIMCENTER

### Novarica Average Customer Experience (ACE) Gold Ranking Report February 2010



Novarica Average Customer Experience (ACE) Rankings are based on an online survey of senior technology and operational executives at five insurer clients who have direct experience with the vendor product and organization. **Gold Rankings, like this one, are based on 10 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 7-point scale from “Completely Agree” to “Completely Disagree” against various positive statements about customer experience, for example “Staff is highly responsive.”

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

ClaimCenter is a comprehensive claims management solution from Guidewire Software, a privately-held software company headquartered in San Mateo, CA. ClaimCenter is currently live and installed at 40 U.S. and 3 Canadian P/C insurers.

## ABOUT THE RESPONDENTS

Reference Title	Company Type	Areas Where Solution is Used	Years
VP Development	Large P/C Insurer	Claims, agency, back office	2
Sr. VP and CIO	Midsized P/C Insurer	Claims, managed care, back office	0.3
CIO	Midsized P/C Insurer	Claims and customer service	1
Senior AVP	Large P/C Insurer	Claims	2
Senior VP/CIO	Midsized P/C Insurer	Claims	0.5
CIO/SVP	Midsized P/C Insurer	Claims and underwriting	0.5
VP Development	Midsized P/C Insurer	Claims processing/underwriting for view	1
CIO	Midsized P/C Insurer	Claims	3
AVP	Large P/C Insurer	Primary user is claims, but U/W, Legal, also use it.	1.5
VP/CIO	Midsized P/C Insurer	New business, underwriting, claims, customer service, marketing, finance, reinsurance, product development, HR	2

## STAFF

Staff	Avg. Ranking
Senior business staff is very knowledgeable about the industry	91
...very knowledgeable about the product	96
...very knowledgeable about my needs and situation	86
...is highly responsive to my needs	93
Senior technical staff is very knowledgeable about the industry	87
...very knowledgeable about the product	99
...very knowledgeable about my needs and situation	89
...is highly responsive to my needs	96
Support staff is very knowledgeable about the industry	81
...very knowledgeable about the product	90
...very knowledgeable about my needs and situation	81
...is highly responsive to my needs	90
<b>Overall Staff Average</b>	<b>90</b>

## ORGANIZATION

Organization	Avg. Ranking
Vendor consistently made appropriate resources available during implementation	91
Vendor has strong project management practices	89
Vendor aligns its business interests with mine	89
Vendor provides effective training and documentation to my business and technical staff	81
Vendor has my business success as a top priority	90
Vendor is reasonable about contract negotiations and similar issues	90
Vendor gives clients a strong voice in product development	87
I have great faith in vendor's senior management and overall vision	87
<b>Overall Organization Average</b>	<b>88</b>

## FUNCTIONALITY

Functionality	Avg. Ranking
Product is well-liked by business users	93
Product has significantly enhanced productivity	87
Product delivers the promised functionality	89
Product is easy to integrate into our overall infrastructure	83
Product is an elegant solution to our business problem	90
<b>Overall Functionality Average</b>	<b>88</b>

## TECHNOLOGY

Technology	Avg. Ranking
Product is scalable to our needs	93
Product uses technology that fits our current architecture well	90
Product uses technology that fits our long-term technology vision	94
Product uses technology that our staff understands and can support	90
Vendor invests aggressively in improving technical performance through new releases and fixes	91
<b>Overall Technology Average</b>	<b>92</b>

## OVERALL CUSTOMER SATISFACTION

Overall Customer Satisfaction	Avg. Ranking
We have had no significant performance issues with this solution	83
We have had no significant service issues with this vendor	90
We have had no significant contractual issues with this vendor	94
I would highly recommend this vendor solution to a peer	93
I would definitely buy this solution again	91
<b>Overall Customer Satisfaction Average</b>	<b>90</b>

## ADDITIONAL CLIENT COMMENTS

*Staff was very inexperienced in Workers Comp by comparison to their assumptions of their industry knowledge.*

*I continue to be pleasantly surprised that the vendor maintains their level of expertise and responsiveness given their rate of growth.*

*Caring, responsive partners. Can be trusted.*

*I would say that staff is not as aware of what other companies are doing in similar situations as they should be. When we encounter an issue we always ask what have other companies done? I think they have taken some steps to correct this and provide a forum for project managers to share information across implementations. However, if we want to contact another customer they are very good at facilitating or coordinating that request.*

*Support staff is always willing to listen to our needs, investigate them and determine the appropriate solution.*

*Vendor suffers from its own success. PM has changed several times. There is no interest in ongoing product support..... PM is weak on legacy integration.*

*Great listeners.*

*Small customers are not invited to product progress. Only time products are shown is at vendor's show which you pay to go to....not really partnering.*

*Workers Comp support was very weak in initial release. We've made it much stronger.*

*We are struggling a bit on the implementation and the product versioning.*

*I've found the solution delivers good business functionality through a solid modern technical architecture.*

*Too early to assess performance. To date very good. Architecture is difficult to train on. I would recommend with caveats on above issues.*

*Strong trusted partner and solution.*

## ABOUT NOVARICA

Novarica provides information, insights, and perspective on markets, operations, and technology to financial services and insurance executives and project teams. More information is available online at [www.novarica.com](http://www.novarica.com).