GUIDEWIRE

Overview

In an increasingly digital marketplace, innovation in insurance billing is critical to customer experience and retention. Guidewire BillingCenter provides flexibility and an outstanding experience for billing teams, customers, and agents.

Guidewire BillingCenter

> **Achieve profitable growth, operational efficiency, and increased agility in a rapidly changing industry.**

## Deliver a Superior Policyholder Experience

Create an exceptional customer experience with a balance of prebuilt models and flexible architecture to support all the ways your policyholders pay—today and into the future. Ensure efficiency by automating the billing lifecycle, enabling flexible payment methods and processing, delivering granular, third-party billing options, and managing commissions quickly and transparently. Handle direct and agency billing for all lines of business and leverage a dual-entry accounting core that integrates with your general ledger to ensure that no transaction is missed, enabling a self-contained transaction management system that is self-balancing and completely auditable.

Guidewire BillingCenter helps you:

- Automate sophisticated billing processes
- Support customer retention with flexible payment options and digital experiences
- Restrict access to sensitive data for improved security

Benefits

- **Streamline steps**
- **Cultivate convenience**
- **Advance agility**

Features

- **Prebuilt and automated workflows**
- **Digital user experience**
- **Flexible billing rules architecture**

"We really liked Guidewire's design approach, as it allowed us to have control over our destiny."

—Greg Hillier, Vice President, Application Delivery, Travelers Canada
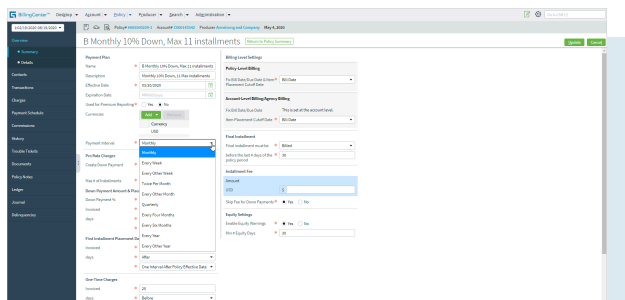
BillingCenter payment plan

Create a Policyholder-Focused Billing Experience

Enable Business Agility

Simplify configuration by empowering business users to define and maintain system behavior. BillingCenter's flexible design and support for products, processes, and communication channels help you respond faster to customers, agents, and market developments and seize new opportunities.

Strengthen Customer Focus

Improve customer service throughout the billing lifecycle by providing transparent service and flexible billing and payment plans. Enable digital service to policyholders and agents so they can access their billing information from anywhere, at any time.
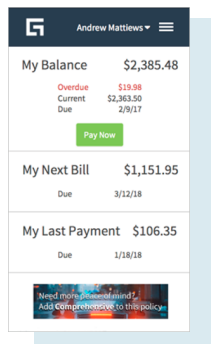
Increase Operational Performance

Be more efficient by automating sophisticated billing processes with flexible workflows, business rule–driven control, and intuitive access to information.
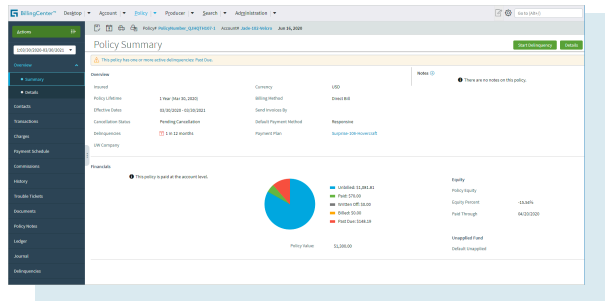
Improve Cash Management

Reduce billing leakage by identifying uncollected earned premium, combining invoices to reduce costs, leveraging equity-based billing to avoid unpaid coverage, and using Equity Warnings for more effective decisions.

Offer a superior user experience for customers and agents

Continually reimagine the billing experience

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 380 insurers, from new ventures to the largest and most complex in the world, run on Guidewire. For more information, contact us at info@guidewire.com.

Enhanced User Experience

Provide an easy-to-operate user interface for customers, agents, brokers, business partners, customer service representatives, and vendors. An outstanding digital experience is critical to help you streamline workflows, maximize productivity, and improve user satisfaction.

- Support omnichannel engagement by offering anytime/anywhere access to billing information

- Tailor user interfaces to reflect your branding, and use marketing logic or predictive analytics to deliver personalized service to policyholders

- Leverage integration with Guidewire products and third-party partnerships to consistently innovate and create valuable new digital experiences

Superior Service for Customers and Agents

Give policyholders and agents options for everything from payment schedules to the ways they receive and pay their bills.

- Leverage automation to simplify sophisticated billing processes with flexible workflows and business rule–driven control.

- Improve customer retention with flexible design for payment plans and methods

- Solve customer issues quickly with automated dispute management

- Provide fast, transparent service to agents with automated commission calculation and payment

- Reduce billing leakage by identifying uncollected earned premium, reduce costs by combining invoices, and avoid unpaid coverage with equity-based billing