



Product Strategy and Roadmap Update

September 2020

The following is intended to outline our general product direction and provided for information purposes only. It does not, and shall not, constitute binding agreements or contractual obligations of any sort. It is not a commitment to deliver any software or functionality. The development, release, and timing of any features or functionality described remains at the sole discretion of Guidewire.

Building solutions that will help support the business

Guidewire Product
Strategy and
Roadmap Update

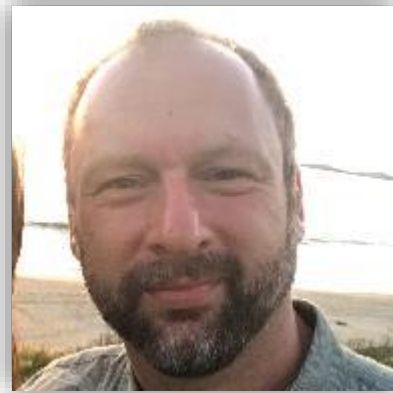


- 01** Our Roadmap Is Built to Serve Insurer Imperatives
- 02** Our Development Approach Enables Faster Responsiveness to Customer and Market Input
- 03** For Each Line of Solutions, Investment Priorities Illustrate Our Vision and Strategy

Our Presenters



Nicole Bruns
Product Marketing Director



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Senior Director, Product
Management – Cloud Platform



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Strategic Development
Programs Director



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Strategic Development
Programs Director



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Strategic Development
Programs Director



Graham Quinn
Director, Product
Management



01 Our Roadmap

Is Built to Serve Insurer Imperatives

Insurer Business Strategies and Imperatives

ENGAGE

Enable Digital Transformation

Deliver Service Excellence

Make Insurance Convenient

INNOVATE

Accelerate Product Launch

Empower Business Users

Harness Open Ecosystem

GROW EFFICIENTLY

Reduce IT Complexity

Achieve Profitable Growth

Drive Process Improvements

Leverage Analytics Insights



02 Guidewire Development Approach

**Enables Faster Responsiveness to
Customer and Market Input**

We Strive to Execute a Simple Mission Every Day

**Be the platform
P&C insurers
trust to engage,
innovate, and
grow efficiently**



Enabling Our Insurers Means Doing Things Differently

- Legacy mainframe systems are a risk to operations
- Inflexible on-premises software reduces agility
- Upgrade cycles are too complex and expensive

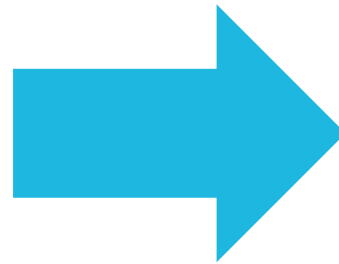


Cloud Transformation Strategy

InsuranceSuite 10

- + API-modularized core
 - + Cloud-native extensions
-

Foundation for innovation



A platform you can trust to:

- Simplify integration
- Meet your unique needs
- Always be current

A Platform You Can Rely on to Stay Current Forever

2020

Aspen



2020.1H

(May 2020)

Banff



2020.2H

(November 2020)

2021

Cortina



2021.1H

(April 2021)

Dobson



2021.2H

(October 2021)

2022

Elysian



2022.1H

(April 2022)

Farellones



2022.2H

(October 2022)

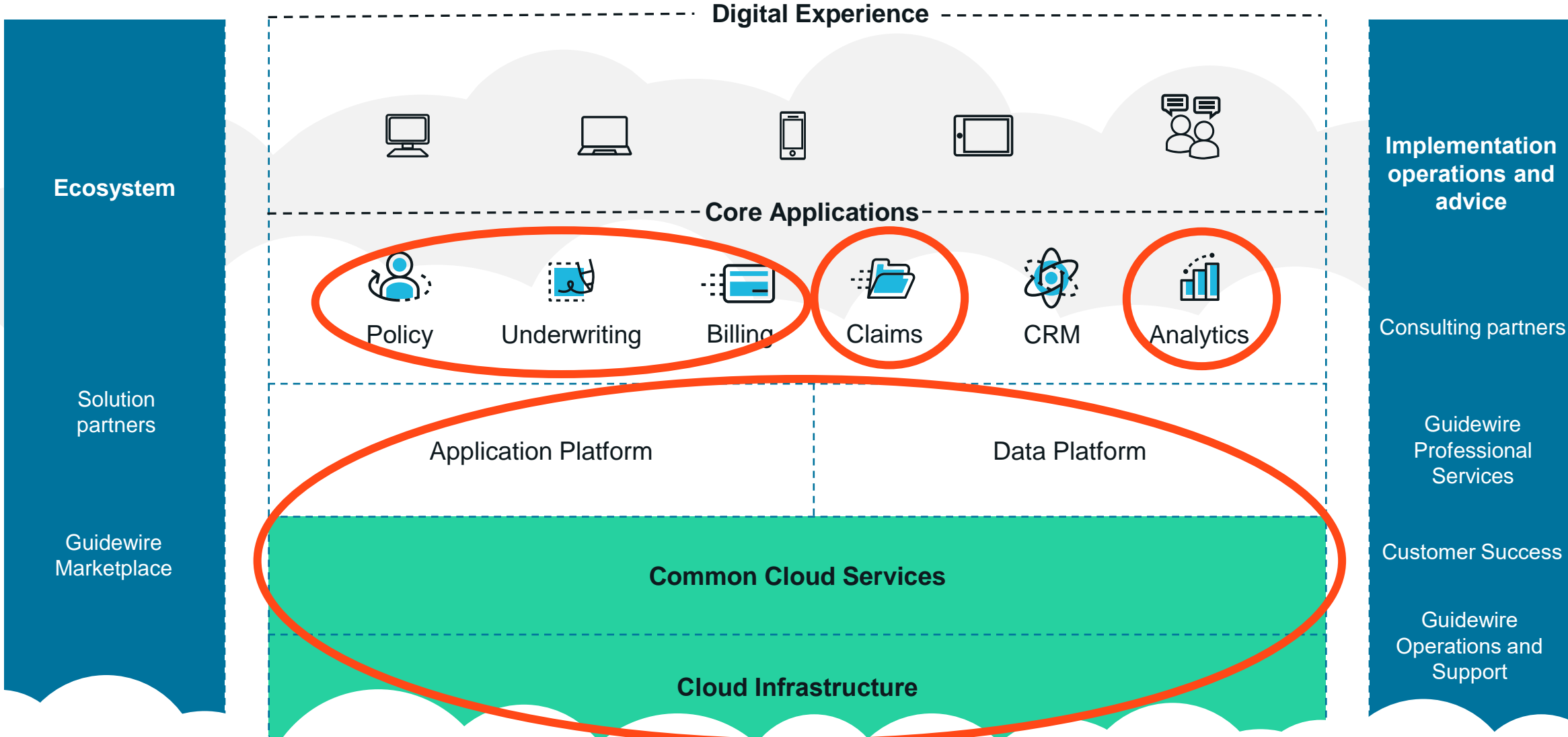
Reimagined core platforms combine core, digital, and analytics to holistically solve insurers' problems



03 Vision and Strategy



Engage, Innovate, and Grow Efficiently with the Most Complete P&C Platform in the World





Platform Vision and Strategy



Insurer Business Strategies and Imperatives

ENGAGE



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Guidewire Cloud Platform

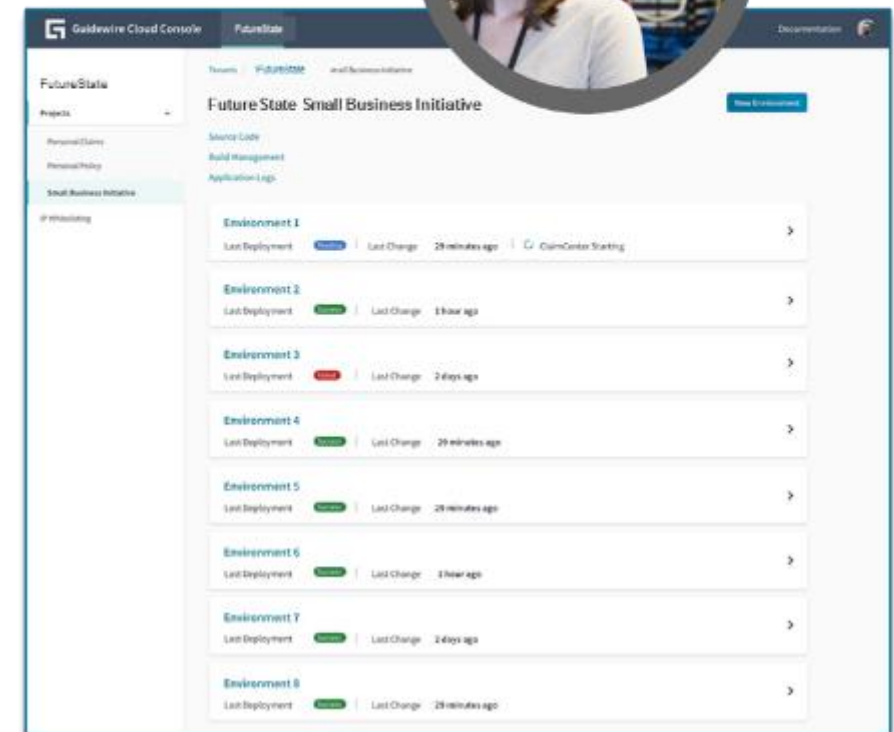


Vision statement

Build Guidewire Cloud Platform as a fully cloud-native infrastructure that enables Guidewire to quickly deploy and maintain cloud products at scale

Product priorities

- Ensure security and monitoring
- Automate customer provisioning
- Provide self-service functionality
- Enable automated scaling



Guidewire Application Platform



Vision statement

Deliver resilient cloud services via API-based integrations to reduce TCO for internal and ecosystem integrations and to accelerate go-live and updates

Product priorities

Design APIs first, nonbreaking changes

Standardize Policy, Billing, and Claim integrations

Deliver integration infrastructure, including system-level APIs

Enable open ecosystem

Guidewire Marketplace



Partner and market solutions

API Integration layer

InsuranceSuite

Digital Framework and Apps



Vision statement

Deliver excellence in the moment for policyholders and insurance professionals through innovative and cost-effective digital experiences and customer relationship management

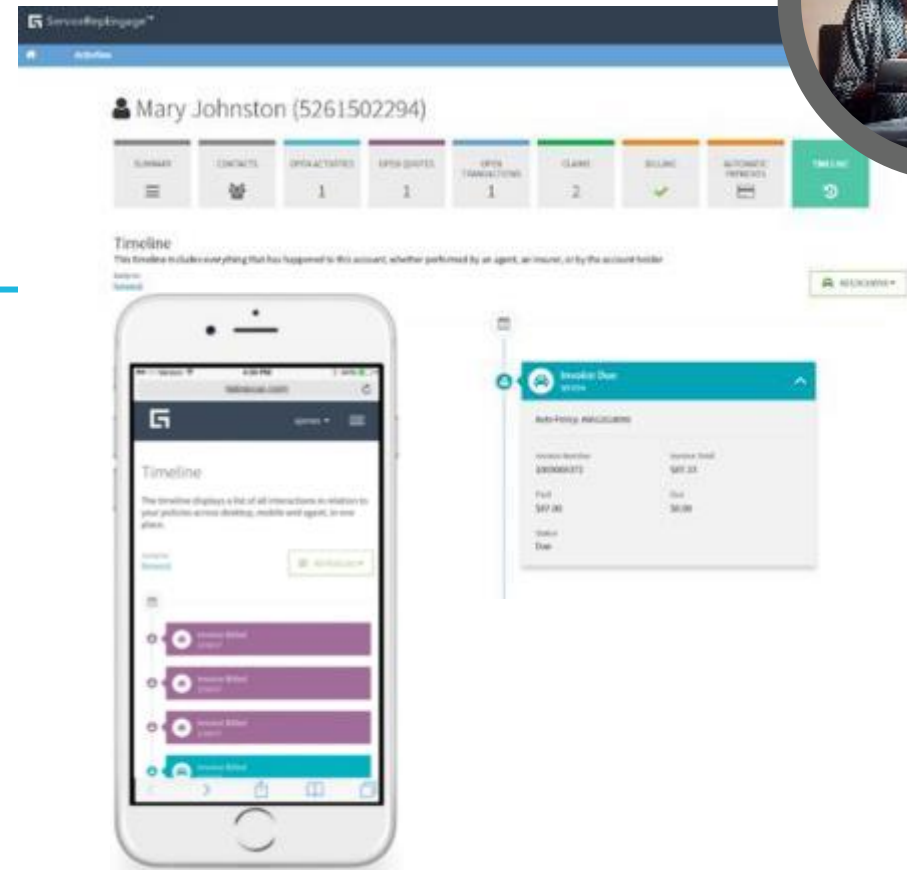
Product priorities

Provide robust front-end experience framework to empower designers and developers

Modernize existing digital apps

Autogenerate APIs and experiences to create new digital use cases

Reduce the time and cost of updates





Policy and Billing Vision and Roadmap



Insurer Business Strategies and Imperatives

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PolicyCenter and BillingCenter



Vision statement

Optimize the insurance sales and service experience across distribution channels, and enable insurers to drive innovation across the insurance lifecycle

Product priorities

Rapidly design insurance products, rules, rates, and forms, and tailor for each market segment

Empower business users across product development and insurance lifecycle

Facilitate real-time transactions, straight-through processing, and analytics everywhere

Securely support complex workflows, financial integrity, and regulatory compliance



Product definition



Rules, rates, and forms



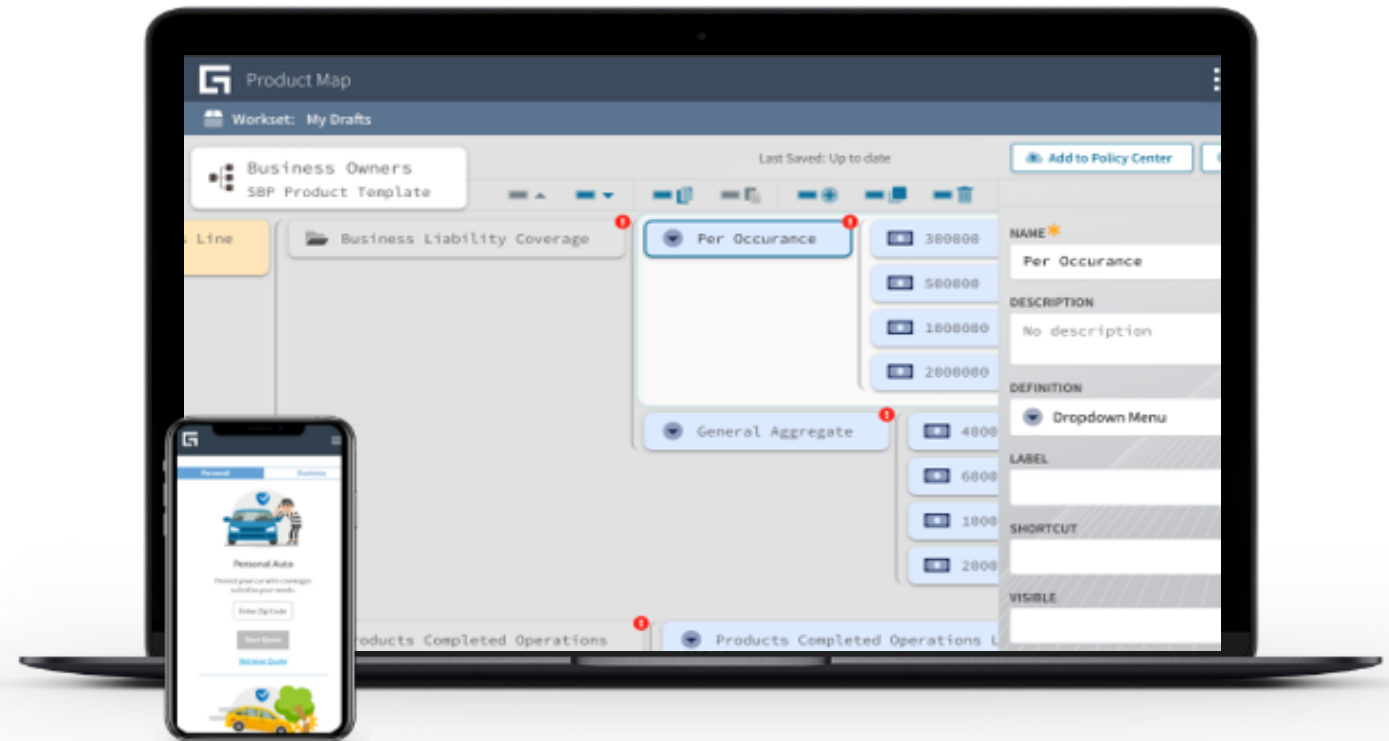
Lifecycle Transactions



Rapid Product Launch



- Rapidly design and deploy products with visual, low-code configuration in business-friendly Advanced Product Designer
- Auto-generate digital screens with API-driven design
- Speed time-to-market from months to weeks with reduced reliance on IT
- Measure and monitor conversions, growth, and performance with infused Business Intelligence



Real-Time Inbound Payments



- Key touchpoint for insurers and policyholders
- Modernize inbound and outbound payment capabilities to advance digital transformation
- Optimize customer experience

PolicyCenter



Core: Application

- Product Management: Effective Dated Product Editions
- Product Management: Enhancing Product Modelling Capabilities
Product Management: Using APD product model properties with finalized products
- Underwriting: ACORD PDF Intake ^{EA}
- Underwriting: Automatic Submission Creation in PolicyCenter ^{EA}
- Cloud Configuration Lifecycle Management APIs ^{EA}
- Rating: Selected SBT LOBs with Cloud Rater Jar support ^{EA}
- Rating: Framework for Advanced Cloud Rating ^{DA}
- Cloud Rules for Validations - Field Highlighting ^{DA}

Core: Integration

- Launch REST API Client for InsuranceSuite product
- Standard integration model for inbound credit-card payments in PC & BC ^{LGA}

Core: Platform

- Automate Performance Environment Creation
- mTLS between GW & Insurer network for egress connectivity
- Disaster Recovery for Aurora RDS
- Group rules by jurisdiction and effective date range
- Secret management
- Configuration management support

- Static code analysis support

- Enable testing frameworks support
- GX Models to Integration Views Migration Tool *
- Non-breaking Changes InsuranceSuite Platform Enhancements
- Infrastructure Upgrades
- Large Cluster Cache Eviction Optimization
- WCAG 2.0 Accessibility Compliance Remediation
- Intentional Logging API Enhancements
- Shipping logs to Insurer specific Log Aggregator (ElasticSearch)
- Expand auto-generation of LOB APIs
- Expanding system API coverage of PolicyCenter ^{LGA}
- Validate PolicyCenter/Digital Front End Policy Data at Quote, Bind, and Issue ^{EA}
- Improvements to Editor User Experience ^{EA}
- Expand Product Model Use Case Coverage ^{EA}
- Manage Rules In A Ruleset ^{EA}
- ISO Validation Rules In Cloud Rules - Phase 1 ^{EA}
- Enable Blue/Green Deployment ^{EA}
- PII Data Masking Solution for Non-Production Environments ^{EA}
- Enable standard PC system API test capabilities ^{EA}
- Preserve customer UI strings during upgrades ^{EA}
- Translation String Manager Integrations ^{EA}

Digital

- CustomerEngage Account Management *
- Extend Core Product Support to 10.1 *
- CustomerEngage Account Management 11.2 ^{EA}

- Easily Modify the Autogenerated Flow ^{EA}
- Embed Microapps on Websites ^{EA}
- Enable Business Users to Manage Microapp Deployment Lifecycle ^{EA}
- Improve Conversion Rates using Web Analytics ^{EA}
- Insert Custom Components into the Flow ^{EA}
- Bind Policy with Online Payment ^{EA}
- Record Policyholders' Scheduled Items ^{EA}
- Refine or Requote Previous Submissions ^{EA}
- Add an Interested Party to a BOP Policy ^{EA}
- Brand a Microapp ^{EA}

Data


- Data Validation - Traceability of Data Movement
- Enable DataHub Initial Loads to Re-Start at Checkpoints
- Extending DataHub/InfoCenter BOP automation to include policy coverables, coverage terms, conditions and exclusions
- Infrastructure Updates/Upgrades
- Implement Explore workspaces for role-based access to dashboard content ^{LGA}
- New Explore capabilities such as geo-spatial, custom infographics & better visualization design UX ^{LGA}
- CDA International Regional Deployment & Support for Canada, London & Paris ^{EA}
- Data Studio - Tool that enables customers to create and modify their own data sets ^{DA}

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BillingCenter





Core: Application


- Partial Charge Commissioning using Charge breakdowns 

Core: Integration

- Launch REST API Client for InsuranceSuite product 
- Standard integration model for inbound credit-card payments in PC & BC  LGA

Core: Platform



- Automate Performance Environment Creation
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- Intentional Logging API Enhancements
- Shipping logs to Insurer specific Log Aggregator (ElasticSearch)
- Improvements to Editor User Experience ^{EA}
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- PII Data Masking Solution for Non-Production Environments ^{EA}
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- Insert Custom Components into the Flow ^{EA}
- Brand a Microapp ^{EA}

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- CDA International Regional Deployment & Support for Canada, London & Paris ^{EA}

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Claims Vision and Roadmap



Insurer Business Strategies and Imperatives

ENGAGE



Enable Digital Transformation

Deliver Service Excellence

Make Insurance Convenient

INNOVATE



Accelerate Product Launch

Empower Business Users

Harness Open Ecosystem

GROW EFFICIENTLY



Reduce IT Complexity

Achieve Profitable Growth

Drive Process Improvements

Leverage Analytics Insights

ClaimCenter

Vision statement

Enable insurers to reinvent the claims experience across all product lines by delivering new levels of digital experience, automation, intelligence, and ecosystem-backed innovation

Product priorities

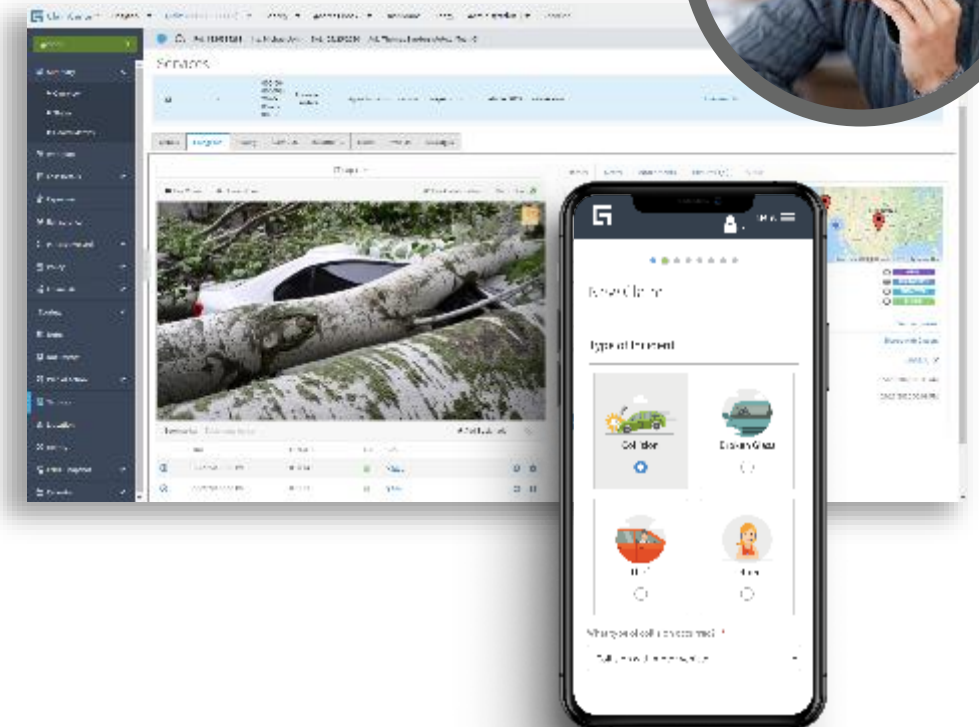
Unify Core, Digital, and Data in a pre-integrated SaaS offering

Automate less-complex tasks to accelerate cycle time, reduce adjusting expense, and enable straight-through processing

Infuse analytics into key decisions

Open claims workflows to third-party integration and innovation

Provide self-managed technical currency, continuity, and innovation



Product Strategy for ClaimCenter Cloud



High priorities for Cortina and Dobson



Omnichannel Experience



Embedded Analytics



Dynamic Claims Intake



End-to-End Claims Automation



Claims Visibility End-to-End



Third-Party Integrations



Claims Automation Metrics

ClaimCenter



Application

- Implement Exclusions cloud rules set ^{DA}
- Claims Automation Service ^{DA}
- Claims Automation Data Stream ^{DA}
- Smart Assignment ^{DA}
- Progressive Questions ^{DA}

Integration

- Implement DevConnect SDK integrity monitoring ^{LGA}
- Launch new Marketplace to improve UX for app discovery & consumption ^{LGA}
- Launch REST API Client for InsuranceSuite product ^{LGA}
- Standard integration model for real-time claim disbursements in CC ^{LGA}
- Publish claims business events to external integrations in real-time without coding via webhooks ^{DA}

Platform

- Automate Performance Environment Creation
- mTLS between GW & Insurer network for egress connectivity
- Disaster Recovery for Aurora RDS
- Group rules by jurisdiction and effective date range
- Secret management
- Configuration management support
- Static code analysis support
- Enable testing frameworks support

- GX Models to Integration Views Migration Tool ^{LGA}
- Non-breaking Changes InsuranceSuite Platform Enhancements
- Infrastructure Upgrades ^{LGA}
- Large Cluster Cache Eviction Optimization
- InsuranceSuite WCAG 2.0 Accessibility Compliance Remediation ^{LGA}
- Intentional Logging API Enhancements
- Claim Migration Tool

- Expanding system API coverage of ClaimCenter and ContactManager
- System API GA framework stabilization
- Improvements to Editor User Experience ^{EA}
- Manage Rules In A Ruleset ^{EA}
- Enable Blue/Green Deployment ^{EA}
- Data Archiving Solution For ClaimCenter ^{EA}
- PII Data Masking Solution for Non-Production Environments ^{EA}
- Preserve customer UI strings during upgrades ^{EA}
- Translation String Manager Integrations ^{EA}

Digital

- CustomerEngage for Claims Update to Jutro ^{LGA}*
- ProducerEngage for Claims Update to Jutro ^{LGA}*
- VendorEngage Update to Jutro ^{LGA}*
- ProducerEngage For Claims, CustomerEngage For Claims & VendorEngage 11.3 ^{EA}
- Easily Modify the Autogenerated Flow ^{EA}

Analytics

- Embed Microapps on Websites ^{EA}
- Enable Business Users to Manage Microapp Deployment Lifecycle ^{EA}
- Improve Conversion Rates using Web Analytics ^{EA}
- Insert Custom Components into the Flow ^{EA}
- Brand a Microapp ^{EA}
- Data Validation - Traceability of Data Movement
- Enable DataHub Initial Loads to Re-Start at Checkpoints ^{LGA}
- Extend DataHub Extract Automation to Claims Subject Area ^{LGA}
- Infrastructure Updates/Upgrades ^{LGA}
- New Explore capabilities such as geo-spatial, custom infographics & better visualization design UX ^{LGA}
- Implement Explore workspaces for role-based access to dashboard content ^{LGA}
- Create a loss financial curated dataset for Explore including accompanying visualizations and dashboards ^{LGA}
- CDA International Regional Deployment & Support for Canada, London & Paris ^{EA}
- Data Studio - Tool that enables customers to create and modify their own data sets ^{DA}
- Curated data set for ClaimCenter Cloud STP monitoring via Explore ^{DA}
- Initial Claim Segmentation curated dataset to auto-train P.A. model for end to end integration ^{DA}

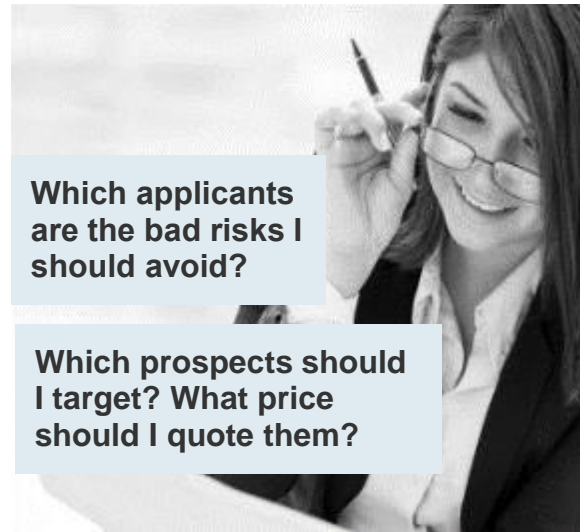
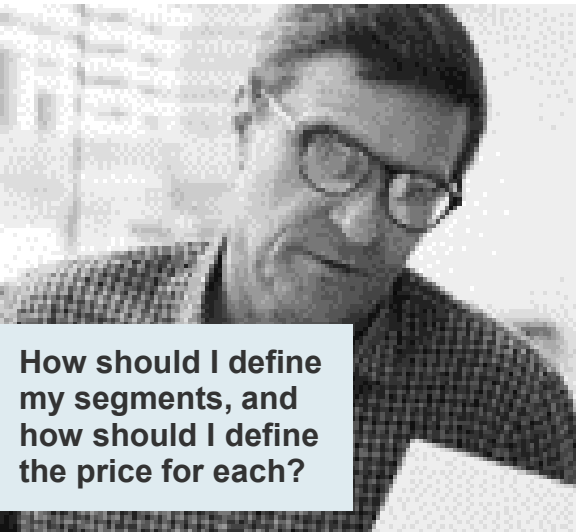
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Analytics Vision and Roadmap

Guidewire Analytics Across the Insurance Lifecycle

Embedded insights to help insurance workers be brilliant in every moment



Create products and rate tables

Select customers and price policies

Reserve funds to manage capital and risk

Manage and pay claims



N/A



Core systems provide the foundational workflow systems to support insurer activities

We're Building the Industry's First End-to-End "Closed Loop" Analytics Offering

2. Differentiate with third-party data

- Non-obvious external data
- Syndicated data

Continuous Analytics Modeling

- Model creation, validation, and refresh
- Day Zero and OOTB models
- Bring Your Own Model and enhance it

1. Painlessly access insurers' data

- Real-time streaming via Guidewire Data Platform
- Automated data curation
- Standardization to common syndicated data model

3. Operationalize models and insights

- Full set of productized use cases across PolicyCenter and ClaimCenter
- Seamless deployment
- Performance monitoring

Leverage Analytics Insights with Guidewire Data Platform

**GROW
EFFICIENTLY**



Vision statement

Drive smarter and faster decisions by delivering a data and analytics platform that reduces friction to operationalize and enable analytic insights for the P&C insurance industry

Product priorities

Drive analytic insight with transactional data
Solidify foundation
Build option value of data and drive growth
Infused analytics

Analytics Solutions
(Descriptive, predictive, prescriptive)



Analytics Platform

Data Platform

**InsuranceSuite,
third-party services**

Guidewire Analytics Roadmap



Streamlined Data Access

Bring Your Own Model

- Full monitor

Cyence–Predictive Analytics integration

- Third-party data available via API

Model-Ready Actuarial Extracts

Cyence Data Listening

- Cyence 2.0: Streamlined data pipeline and on-demand assessment of risks of any size
- BOP General Liability

BANFF

Continuous Analytics and Data Ecosystem

Closed-loop modeling

- Automated model creation and refresh

Bring Your Own Workflow

- Integrated notebook environment
- Integration with Amazon SageMaker

Cyence Data Listening

- Comm Auto, D&O, EMEA,
- Cyber model 5

Business Impact Monitoring

Data Marketplace

FUTURE

NEXT

Embedded Analytics

InsuranceSuite Integration Framework

- Productized

Closed-Loop Modeling

- Automated model deployment and monitoring

OOTB Industry Zero Day Models

- Claims analytics

Cyence Data Listening

- Cyber model 5 preview
- BOP Property



**Market Solutions
Vision and Roadmap**



Market Solutions



Vision statement

Enable in-market authorities, regulatory bodies, institutions, third parties, partners, and insurers to more readily integrate their insurance processes and services with the full suite of Guidewire products by using cloud-resilient solutions

Product priorities

Extend integration framework to address local market needs

Deliver Sales and Servicing market solutions for the German market

Deliver Claims Auto market solutions for priority non-US markets

Build strategic partnerships with in-market players



Market Solutions Roadmap: EMEA



Market Solutions for Germany

IPG 2.4

- Vehicle Registration (eVB) - single use, new vehicle registration *
- Vehicle Registration (eVB) - End of Contract/Vehicle Deregistration *
- Support multi-message eVB scenarios *
- Support for Seasonal License Plates *
- Enhance No Claims Discount capability (Automation, Simultaneous SFR usage, Special Grading Reasons) *
- Stay current with latest Market specifications - eVB Schema v4.16 *

IPG 2.5

- Vehicle Registration (eVB) - Permanent eVB * EA
- Vehicle Registration (eVB) - Insurer issued license plates (for small vehicles), and other services * EA
- Infrastructure, technical and functional improvements to transform the BiPRO integration to a standalone service EA

Market Solutions for France

IRCA 2.0

- Bodily Injury Management Accelerator - Support for InsuranceSuite 10 EA

IRSA 1.0

- Reprocess failed incoming IRSA messages EA
- Creating a payment for a received IRSA Recourse Message EA
- Send or cancel an IRSA Recourse Message EA

- 2 vehicles damage subrogation convention (IRSA) - Making a refund EA
- Contest an incoming IRSA recourse EA
- Recourse message transfer EA
- Reception of a contestation letter + reference number tracking EA

Market Solutions for Spain

CICOS+ 0.1

- Enable TIREA partner solution to manage 2 vehicle damage under CICOS+ convention (via subrogation SDK) DA

Market Solutions for Norway

- Deliver solution to manage 2 vehicle damage under Norwegian subrogation convention via DevConnect for Claims Subrogation SDK EA

Market Solutions Shared Services

- Support vendor evaluation of the Claims Servicing SDK for auto and home repair networks in France DA
- Support auto damage subrogation conventions in Spain and Norway EA

Also Available to Self-Managed
 * Self-Managed Only

DA Development Access
EA Early Access
LGA Limited General Availability

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Where to learn more

Get Continual Product Updates



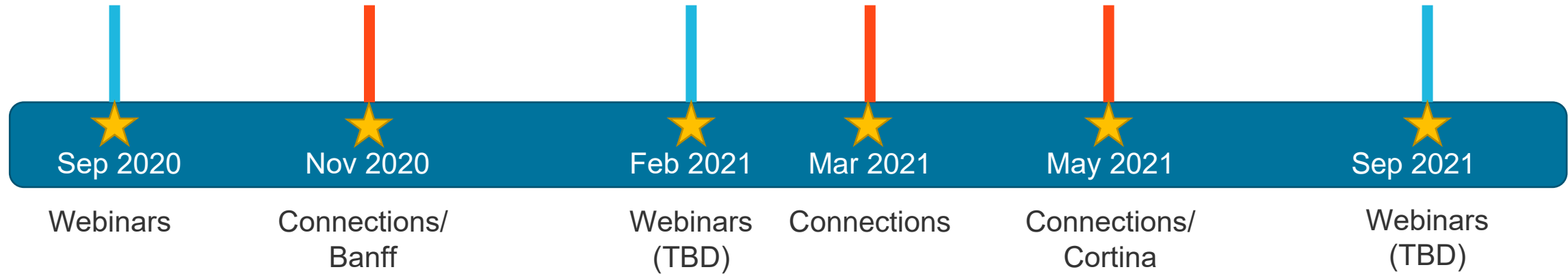
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November 18–19, 2020

- / Find out about Guidewire's newest release: Banff
- / Hear CEO Mike Rosenbaum's vision and strategy
- / Discover your best path forward to Guidewire Cloud

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A close-up photograph of a hand with the index finger pointing upwards, set against a blurred background of a crowd of people with their hands raised. A solid blue horizontal bar is overlaid at the bottom of the image.

Live Q&A



Navigate what's next.