



Guidewire Predict

Use Case Solutions

Guidewire believes that the future of core systems will be “smart.” A Smart Core system acts and behaves as a trusted advisor for users, helping them make smart business decisions about market segmentation, customer attrition, pricing and quoting, policyholder services, claims management, renewals, and attrition—across the insurance lifecycle. The core systems of the process era enabled insurers to tell those systems what they wanted them to do, the workflow they wanted to follow, and how to enforce the best practices or guidelines dictated by the company. A Smart Core system changes this conversation into a dialogue: the systems will tell us what we should do and what we need to know and see, without always requiring us to tell the system what we’re looking for.



Our first step in the Smart Core journey is the availability of Guidewire Predict¹ use case solutions. By combining and integrating Predict with Guidewire InsuranceSuite, these solutions make the core system smart. Data integration and preparation, predictive model building, scoring deployment and monitoring, and core workflow improvements are integrated into a single bundle.

Each solution provides a managed end-to-end solution around a specific business use case, including a limited Predict license for the specific use case, along with a prebuilt framework to embed the analytics within ClaimCenter or PolicyCenter.

Guidewire ClaimCenter Use Case Solutions

Use Case Solution	Description	Business Benefits	Targeted LOBs
Initial Segmentation	Smart classification, routing, and assignment of claims immediately after first notice of loss or report of injury	<ul style="list-style-type: none"> • Increased efficiency and straight through processing • Reduced reassignment rates • Improved claims productivity and reserving accuracy 	<ul style="list-style-type: none"> • All
Severity Escalation	Early warning system for claims that are at risk of adverse development	<ul style="list-style-type: none"> • Targeted use of experienced resources • Reduced indemnity and expenses for large claims • Lower litigation rates 	<ul style="list-style-type: none"> • Auto/motor bodily injury • Workers' compensation
Subrogation Detection	Identification and referral of claims that have an opportunity for third party cost recovery (e.g., collision or building subrogation)	<ul style="list-style-type: none"> • Increased creation or preservation of subrogation opportunities through early intervention • Increased recovery via reduced leakage and improved prioritization of opportunities 	<ul style="list-style-type: none"> • Auto/motor physical damage • Homeowners and small commercial property
Litigation Risk Detection	Identification and escalation of claims that have a higher risk of being represented by an attorney or of entering litigation	<ul style="list-style-type: none"> • Lower litigation rates • Targeted use of experienced resources • Reduced indemnity and expenses for large claims 	<ul style="list-style-type: none"> • Auto/motor bodily injury • Workers' compensation
Total Loss Identification	Identification of total losses before expenses are incurred for vehicle repair; identification of repairable vehicles classified as total loss at FNOL	<ul style="list-style-type: none"> • Quicker identification of damaged vehicles not worth cost of repair • Reduced expenses of towing, storage, and estimation • Reduced indemnity on repairable vehicles 	<ul style="list-style-type: none"> • Auto/motor physical damage
Expense Reduction: Field Adjustment	Classification of claims that should be evaluated by a field adjuster vs. claims that can be remotely handled	<ul style="list-style-type: none"> • Reduced field adjustment expenses • Reduced indemnity on remotely handled claims 	<ul style="list-style-type: none"> • Auto/motor physical damage • Homeowners and small commercial property

Guidewire ClaimCenter Use Case Solutions Cont.

Use Case Solution	Description	Business Benefits	Targeted LOBs
Opportunistic Fraud Detection	Identification of individual claims (not fraud rings) with fraudulent or inflated damage (as defined by SIU Team)	<ul style="list-style-type: none"> • Targeted use of SIU resources • Reduced indemnity on investigated claims • Reputation for vigilance 	<ul style="list-style-type: none"> • All
Customer Satisfaction Prediction	Early identification of claims that have the risk of poor customer satisfaction or retention	<ul style="list-style-type: none"> • Improved customer satisfaction • Improved retention of valued customers 	<ul style="list-style-type: none"> • Auto/motor • Homeowners and small commercial property

Guidewire PolicyCenter Use Case Solutions

Use Case Solution	Description	Business Benefits	Targeted LOBs
Automated Rate Adjustment	Enhanced accuracy and profitability of personal lines pricing with automated rate adjustments on top of an existing rate plan	<ul style="list-style-type: none"> • Reduced adverse selection • Reduced loss ratios • Increased selection and retention of profitable customers 	<ul style="list-style-type: none"> • Auto/motor • Homeowners • BOP and smaller commercial property
Manual Underwriting Profitability	Enhanced profitability and conversion via guidance on expected losses and profitability	<ul style="list-style-type: none"> • Reduced adverse selection • Reduced loss ratios • Increased selection and retention of profitable customers • Increased underwriter efficiency 	<ul style="list-style-type: none"> • Commercial property • High-value homeowners • Workers' compensation
Customer Retention Identification of profitable	Identification of profitable policyholders with elevated attrition risk, whether at initial submission or renewal	<ul style="list-style-type: none"> • Increased acquisition and retention of most valuable customers • Reduced adverse selection • Increased profitability 	<ul style="list-style-type: none"> • All
Expense Reduction: Physical Inspections	Determining the most costeffective inspection level (e.g., full, partial, remote, none) for new submissions or renewals	<ul style="list-style-type: none"> • Reduced inspection expenses • Increased conversion and profitability for inspected properties 	<ul style="list-style-type: none"> • Commercial property • High-value homeowners

1. Formerly Guidewire Predictive Analytics

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and machine learning to deliver our platform as a cloud service. More than 500 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.