

OpenText Content Management for Guidewire

Support better, faster decisions across the insurance lifecycle with cloud-first, AI-powered document management for PolicyCenter, ClaimCenter, and BillingCenter



Benefits

- Access critical content without leaving InsuranceSuite
- Eliminate silos with centralized document management
- Boost productivity with AI-powered assistance and insights
- Strengthen compliance with robust permissions and governance

P&C insurers using modern policy, claims, and billing systems must handle large volumes of forms, reports, photos, videos, correspondence, and legal and financial documents. Underwriters evaluate complex submissions, claims adjusters juggle hundreds of active cases,¹ and billing teams field inquiries and disputes, making it difficult to keep pace with the volume and complexity of incoming information. Even insurers using Guidewire PolicyCenter, ClaimCenter, and BillingCenter face the burden of tracking down disconnected documents, relying on manual processes, and ensuring security. Without centralized [enterprise content management](#), these gaps slow decision-making, reduce service quality, and increase compliance risk.

Connected content in context

OpenText™ Content Management for Guidewire integrates seamlessly with PolicyCenter, ClaimCenter, and BillingCenter, connecting documents, data, and teams in one view. Underwriters, claims adjusters, billing specialists, and customer service representatives can intuitively access the full context of policy, claims, and billing content where they already work, eliminating time-consuming application switching and manual searches.

Real-time synchronization ensures that documents and business data stay aligned across systems so that teams from across the organization can act faster and with greater confidence by seeing the complete picture at every step of the insurance lifecycle.

¹ Guidewire Design, [The role of AI and UX in empowering claim adjusters](#), 2025

One platform, one source of truth

All documents uploaded through Guidewire are stored and managed securely in enterprise content management software. This central repository eliminates silos through [content integration](#), making information instantly available across departments and other integrated systems, such as Salesforce®, Microsoft 365®, and SAP®.

Role-based access controls allow IT and compliance teams to manage permissions with precision, ensuring users see only the content relevant to their role, improving governance and supporting audit-readiness. Insurers gain confidence knowing that customer information is secure and consistently protected throughout the organization.

AI-powered content automation

OpenText™ Content Aviator™ enhances the Guidewire experience by bringing an AI content assistant to familiar applications. Whether summarizing a multi-page claim, comparing versions of a policy, reviewing billing account history, or generating outbound correspondence, your [AI content assistant](#) saves time and increases accuracy, helping teams focus on service and strategy—not manual searching and administration.

For underwriters managing complex risk assessments, adjusters handling high claim volumes, billing teams resolving account inquiries and service representatives responding to urgent inquiries, AI-powered content insights support faster, more confident decision-making in every moment that matters.

Built to support the entire lifecycle

Enterprise content management tools support every stage of the insurance lifecycle—from policy issuance and servicing to claims settlement, billing, and archiving. With a robust set of capabilities that include intelligent capture, process automation, information archiving and more, insurers can build solutions that ensure teams across any function stay aligned and responsive, with Guidewire at the center.

As insurers accelerate digital transformation, a modern, cloud-first platform like OpenText Content Management enables them to streamline operations, improve information flows, and deliver secure, connected experiences across the entire customer journey.

Transform insurance operations with cloud-first, AI-ready content management

OpenText Content Management for Guidewire helps insurers gain a true content advantage by delivering knowledge faster to drive productivity inside the systems they use every day. The result is faster decisions, better service, and stronger compliance powered by a connected, intelligent content platform that's built for insurance.

OpenText Content Management for Guidewire on the Guidewire Marketplace

OpenText Accelerator for Content Management for ClaimCenter

[Learn more ›](#)

OpenText Accelerator for Content Management for PolicyCenter

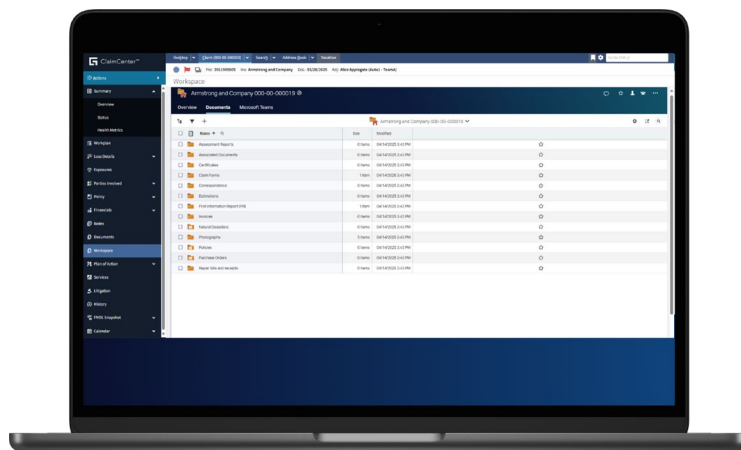
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OpenText Accelerator for Content Management for BillingCenter

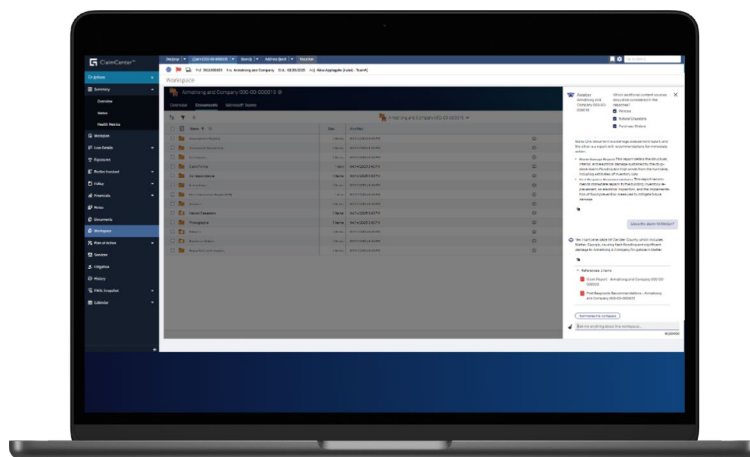
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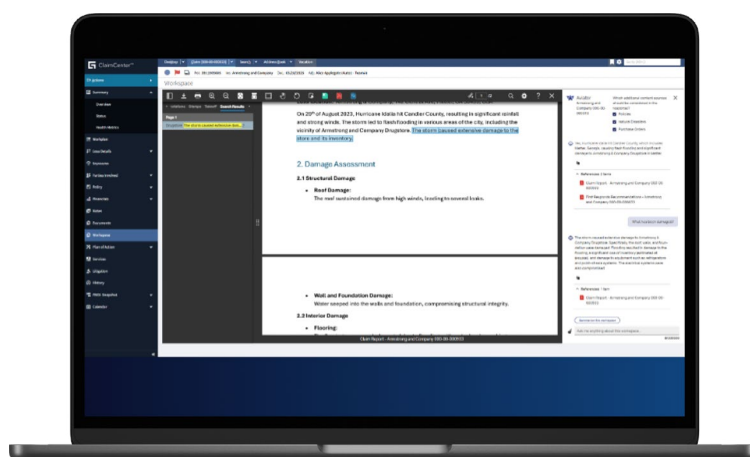
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Content is accessed and managed directly from PolicyCenter, ClaimCenter, and BillingCenter, keeping claims adjusters, underwriters, and billing specialists in their familiar applications.



Leveraging an AI content assistant, knowledge workers can ask natural language questions about claim details, policy requirements, billing history and more, and get trusted, accurate answers.



Provide a complete view of all relevant policy, claims, and billing documentation throughout the insurance lifecycle to drive better, faster decisions.