OpenText Communications for Guidewire ClaimCenter

Resolve claims faster by automating the design and delivery of highly personalized policyholder communications within Guidewire ClaimCenter in the Guidewire Cloud

Ready For Guidewire
Cloud

Customer experience is more crucial than ever, and digital transformation stands as a top priority for insurers. To attract new customers and keep existing policyholders engaged, you need to deliver outstanding experiences throughout the entire customer journey. This includes everything from providing policy documents to sending renewal notices and navigating the vital claims process. Each step should be smooth, interconnected, personalized, and digitally focused. Now is the perfect time to modernize your customer communications management (CCM) solution, especially for those in property and casualty (P&C) insurance, with OpenText's latest integration with Guidewire.

Integrating Guidewire ClaimCenter, running on Guidewire Cloud with OpenText™ Communications (Exstream) empowers business users to design, manage, and deliver personalized customer communications, leading to faster claims resolution.

Maximize every customer interaction with targeted and personalized messages, including quotes, proposals, contract binding, onboarding, cross-selling, fraud and compliance prevention, claim estimates, and more.

Transition to actionable customer conversations

OpenText Communications and Guidewire ClaimCenter offer a powerful, best-in-class solution that enhances customer experience for insurance companies. Together, they help improve operational efficiency while delivering personalized communications to policyholders.

Implementing Guidewire ClaimCenter with OpenText Communications automates customer engagement across digital channels. While your core processes are streamlined in both interactive and transactional workflows, OpenText Communications enhances these processes with cross-channel communications. This includes managing core activities, such as sales quotes, proposals, policy contracts, dynamic multi-line policy statements, and the entire claims process from first notice of loss (FNOL) to settlement.

Equipping your business lines with the tools for creating, assembling, and delivering time-sensitive communications ensures actionable responses from customers. This approach leverages new digital channels to accelerate productivity and improve responsiveness to customer demands, ultimately boosting you net promoter score (NPS).

OpenText Communications optimizes both customer interactions and business transactions with clear, compliant, and precise language. By using best-practice "Designed for Experience" templates, organizations can modernize cross-channel communications throughout their policy administration processes. This streamlines the customization of contracts by jurisdiction and enables new service campaigns triggered by customer inquiries. Enable email alerts to mobile workers requesting missing or compliant required information, reduce fraud through automated claims FNOL, and reduce postage costs through digital signatures.

Make customer experience your differentiator

Enhance your customers' experience significantly by engaging them more effectively through personalized, omnichannel communications that maintain a consistent look and feel across all platforms. Seamlessly capture, repurpose, and integrate data from Guidewire ClaimCenter to trigger real-time actions from the front office, initiating back-office processes for streamlined multichannel customer communications.

Accelerate content workflows

Enhance agent productivity with a single, integrated claims environment that leverages automation and workflow capabilities. Streamline business processes by integrating customer communication platforms and applications. Automate workflows to eliminate manual steps that are prone to errors and use data-driven dynamic assembly and routing to enable straight-through processing. This approach improves efficiency and reduces costs.

Modernize your business

Modernize your insurance business to the cloud with the OpenText Communications for Guidewire ClaimCenter:

- Use OpenText Communications with Guidewire ClaimCenter in the Guidewire Cloud
- Deliver consistent and professional communications compliant with corporate standards
- Ensure uniform layout, branding, headers and footers in all communications
- Generate communications based on Core Communications templates and Guidewire data
- Select OpenText Communications templates to make available to users from within Guidewire ClaimCenter
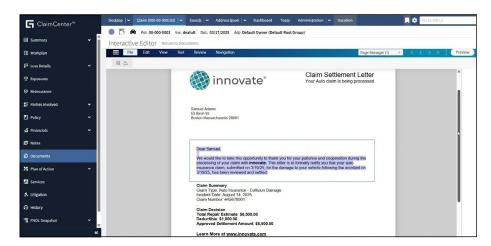
- Enable users to generate communications on-demand from within the Guidewire ClaimCenter UI and save them into ClaimCenter

- Enable users to edit generated communications using the Interactive editor prior to saving

- Support review-edit-approval workflows within Guidewire ClaimCenter before communications are saved

- Automate communication generation from Guidewire ClaimCenter events and workflows

OpenText Communications differentiators include:

- Seamless integration to Guidewire ClaimCenter with OpenText Communications accelerator available on Guidewire Marketplace

- No.1 CCM vendor in software capability strength and market presence

- Experience Aviator AI to accelerate authoring with unique knowledge-driven GenAI

- Premier batch engine performance (up to 10x faster) with less investment in infrastructure and software licenses

- Easy integration with data and content from any application, with no need to normalize data, saving hours of processing time

- Web-based design and authoring functionality lets non-technical users modify and publish content in OpenText Communications templates without IT help

- Assured email and SMS delivery with OpenText Core Messaging

- The only enterprise CCM solution integrated into a complete omnichannel CXM architecture, including messaging, customer journey and data, web and mobile experiences, digital asset management, and contact center analytics.

The OpenText Communications accelerator integrates seamlessly with Guidewire ClaimCenter, allowing for the design and delivery of policyholder claims directly from Guidewire's ClaimCenter.

TechAlliances
PREMIER

opentext™