

Hi Marley Integration with Guidewire ClaimCenter

Streamlining Claims Communication for ClaimCenter Versions 9, 10 and Cloud



Ready For Guidewire
Cloud



Our cloud-ready accelerators require fewer IT resources to get started.

Customers integrate with Guidewire **70% faster** on average with our flexible accelerators.

Delivering a Seamless and Modern Communication Experience

Together, Hi Marley and Guidewire offer carriers an integrated experience that removes friction from claims and service workflows. Automation and conversational tools streamline daily tasks, increase internal and external collaboration, and simplify communication for customers to create a more lovable claims experience.

Claim Representatives in ClaimCenter Can:

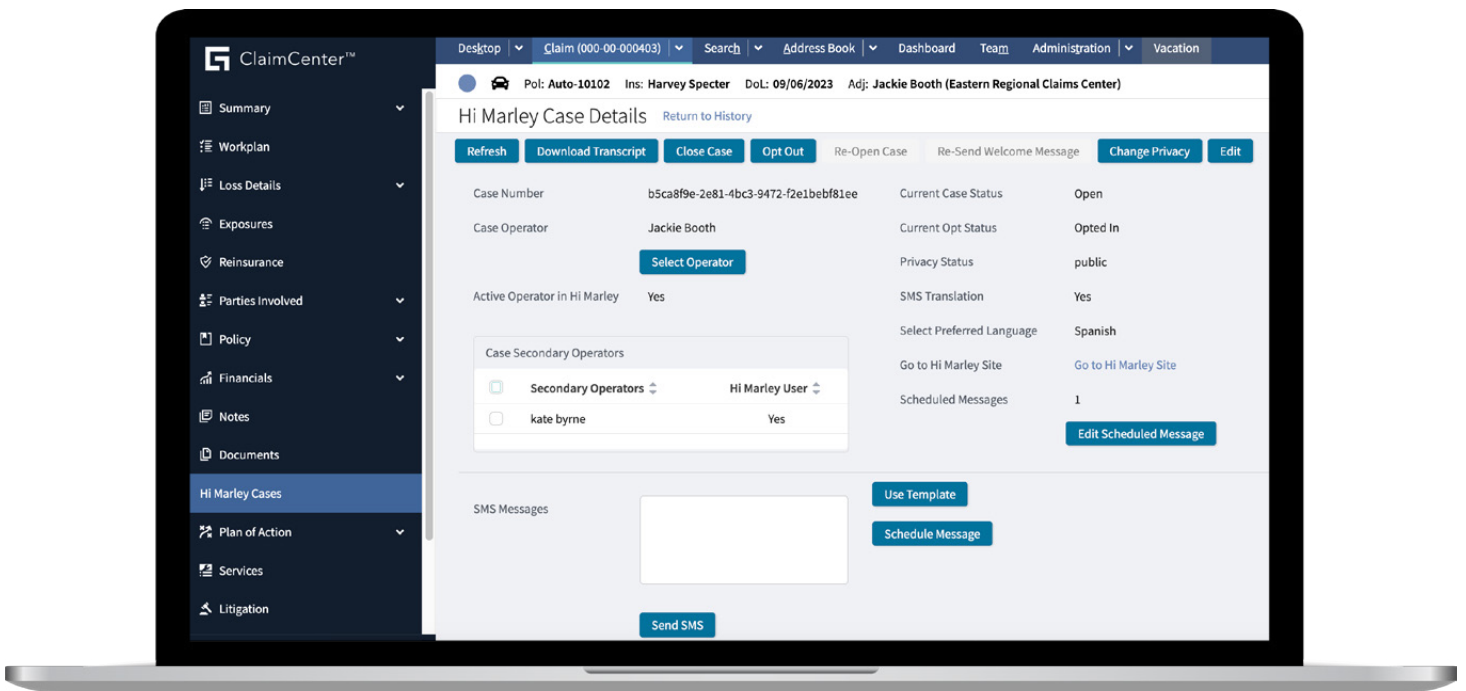
- Initiate text contact and collaborate with multiple parties on a single thread
- Promptly respond to incoming customer questions or messages with negative sentiment
- Remove language barriers with translation in 20 different languages
- Reduce onboarding stress with pre-defined message templates
- Provide timely follow-ups with scheduled messages
- Streamline and automate total loss communication
- Effectively triage claims with automatic case assignment and reassignment
- Enable SMS opt-in/opt-out to maintain compliance
- Save conversation transcripts and media files in one place
- Protect sensitive information with redaction
- Sync claim status, groups and secondary operators with Hi Marley

Why It Matters

People want to text with their service providers. We created the first intelligent conversational platform for insurance carriers to reach customers via text — streamlining communication, automating processes and providing new ways to connect with policyholders.

A Glimpse Into Guidewire ClaimCenter

A unified experience and thoughtful design cater specifically to the needs of adjusters and supervisors. Claims professionals can utilize Hi Marley's conversational tools directly in Guidewire ClaimCenter.



“After seeing the ClaimCenter integration in action, we were sold on the value of this technology and knew Hi Marley was exactly what we needed. **We saw how powerful the two platforms working together could be and the efficiencies the integration would drive** for our business and our policyholders.”

RICHARD LORD

Vice President, Claims, NLC Insurance

Contact us today about a demo or starting a free trial.



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