

Introduction to ClaimCenter

Lesson objectives

By the end of this lesson, you should be able to:

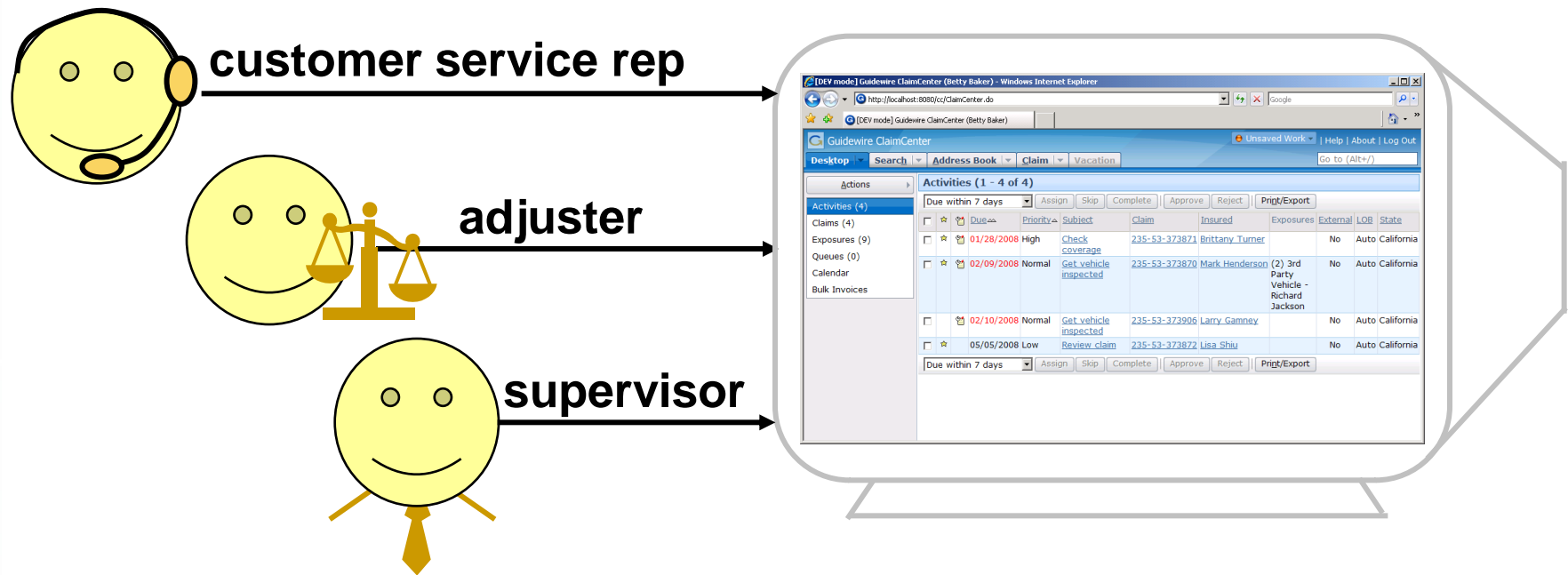
- Describe the value proposition of ClaimCenter
- Describe the ClaimCenter product architecture
- Describe the tools commonly used and tasks commonly accomplished by technical developers during a ClaimCenter implementation

This lesson uses the notes section for additional explanation and information.
To view the notes in PowerPoint, choose View→Normal or View→Notes Page.
If you choose to print the notes for the lesson, be sure to select “Print hidden slides.”

Lesson outline

- ▶ ClaimCenter
- ▶ ClaimCenter product architecture
- ▶ ClaimCenter implementation tasks
- ▶ Documentation and support

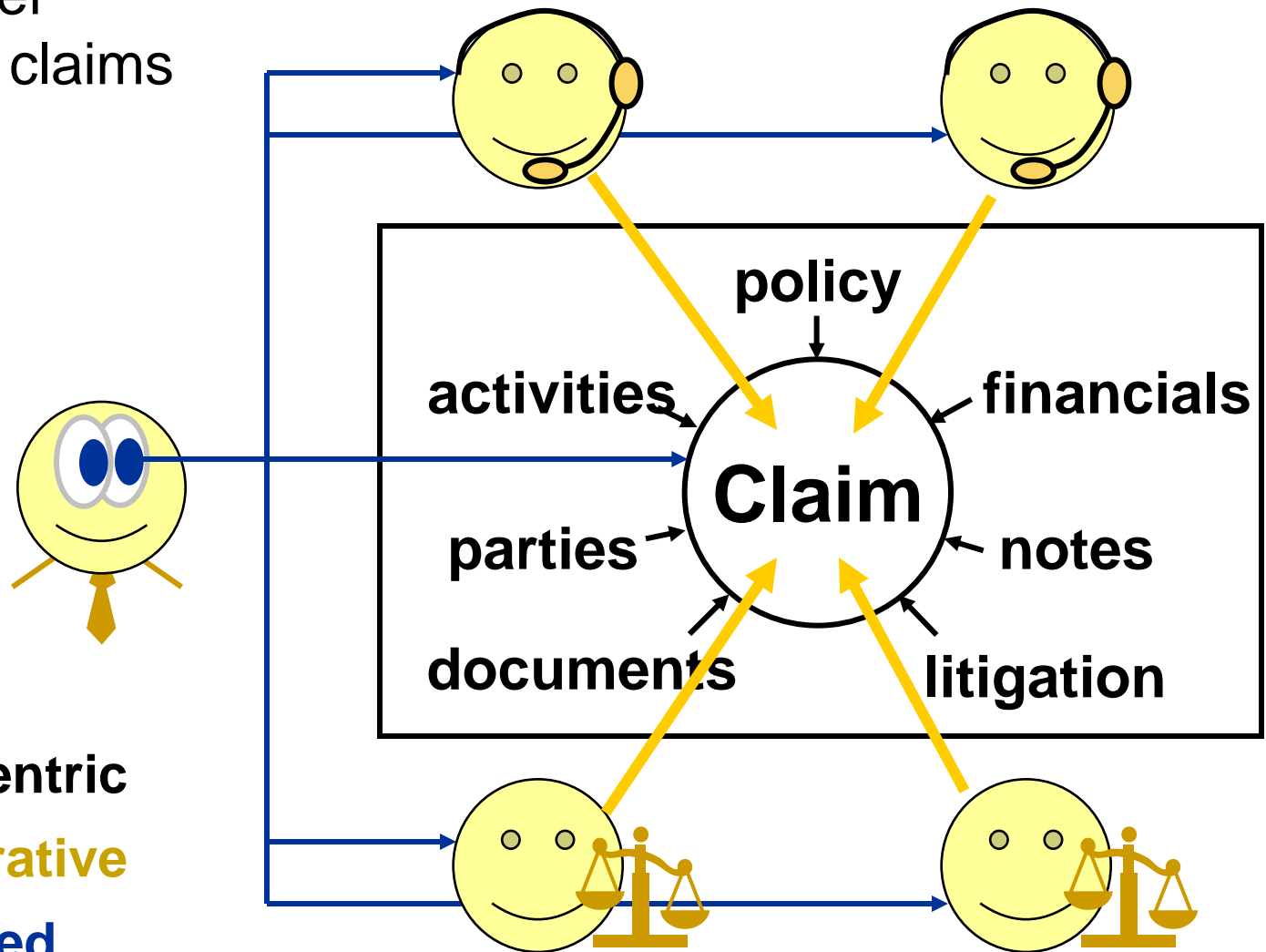
ClaimCenter



- ▶ Browser-based application
- ▶ Supports multiple types of users, such as:
 - Customer service representatives (who create claims)
 - Adjusters (who act on claims)
 - Supervisors (who supervise users and approve work)

The value proposition of ClaimCenter

- ▶ ClaimCenter makes the claims process:



- **Claim-centric**
- **Collaborative**
- **Controlled**

ClaimCenter is claim-centric

Guidewire ClaimCenter Unsaved Work | [Help](#) | [About](#) | [Log Out](#)

[Desktop](#) | [Search](#) | [Address Book](#) | [Claim \(235-53-373872\)](#) | [Vacation](#) | [Go to \(Alt+\)](#)


[Pol: 54-586897](#) | [Ins: Lisa Shiu](#) | [DoL: 08/07/2009](#) | [St: Open](#) | [Adj: Betty Baker \(Auto1 - TeamA\)](#)

Actions

- Summary**
- Workplan
- Loss Details
- Exposures
- Parties Involved
- Policy
- Financials
- Notes
- Documents
- Plan of Action
- Litigation
- History
- Calendar


Summary
[Summary](#) | [Claim Status](#) | [Claim Health Metrics](#)

Basics

Open  35 days (Target: 7)

Swerved to avoid car and struck tree

Financials



Gross Incurred \$2,500.00

Paid \$1,875.00

High-Risk Indicators

Exposures

	#	Type	Coverage	Claimant	Adjuster	Open Recovery Reserves	Remaining Reserves	Future Payments	Paid
<input checked="" type="radio"/>	1	Vehicle	Collision	Lisa Shiu	Betty Baker	-	\$625.00	-	\$1,875.00

Parties Involved

Name	Roles	Phone
Karen Egertson	Agent	213-457-6378
Lisa Shiu	Insured, Claimant, Main Contact, Reporter, Driver, Check Payee	213-475-9465

Planned Activities

Due	Priority	Subject	Assigned To
05/05/2008	Low	Review claim	Betty Baker

Latest Notes (empty)

► ClaimCenter is a claim-centric solution

- All data pertaining to a claim is centralized in the claim file

ClaimCenter is collaborative



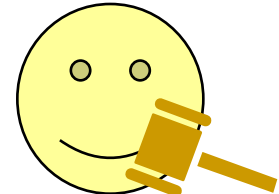
Betty Baker



Carla Levitt



Annabelle Arlington



Ernie Dean

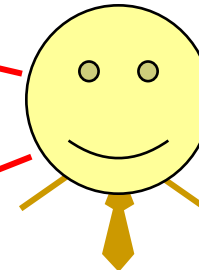
Users				
Contacts Users				
<input type="button" value="Add User"/> <input type="button" value="Remove User Roles"/>				
<input type="checkbox"/>	Name	Group	Assignments	Roles △
<input type="checkbox"/>	▶ Betty Baker	Auto1 - TeamA	Claim, Exposure(4), Activity(9)	
<input type="checkbox"/>	▶ Carla Levitt	BI Review Team	Exposure(2), Activity(2)	
<input checked="" type="checkbox"/>	▶ Annabelle Arlington	Independent Agents		Independent Appraiser
<input type="checkbox"/>	▶ Ernie Dean	HQ Subro Unit	Activity(1)	Subrogation Owner

- ▶ One centralized location for all information about a given claim for every user

ClaimCenter is controlled

Auto1 - TeamA: Summary						
Summary Aging <u>Claims</u> Exposures Activities Matters						
Print/Export As of: 05/05/2008 05:03 PM						
	Claims				Exposures	
Name	Open (Global)	Flagged	New	Closed	Open (Global)	Closed
Betty Baker	4 (4)	2	0	0	9 (9)	0
Andy Applegate	3 (3)	1	0	0	8 (8)	0
Sue Smith (Supervisor)	0 (0)	0	0	0	0 (0)	0
Chris Craft	0 (0)	0	0	0	0 (0)	0
Dan Henson	0 (0)	0	0	0	0 (0)	0
Heidi Johnson	0 (0)	0	0	0	0 (0)	0
Eugene Nyugen	0 (0)	0	0	0	0 (0)	0
Charles Shaw	0 (0)	0	0	0	0 (0)	0
Felicity Wagner	0 (0)	0	0	0	0 (0)	0
Gary Wang	0 (0)	0	0	0	0 (0)	0
Pending Assign/In Queue	0	0	0	0	0	0

status of all
objects owned by
team members



access to objects
owned by any
team member

Other

Total

Auto1 - TeamA: Claims (1 - 7 of 7)







Summary | Aging | Claims | Exposures | Activities | Matters

All open owned

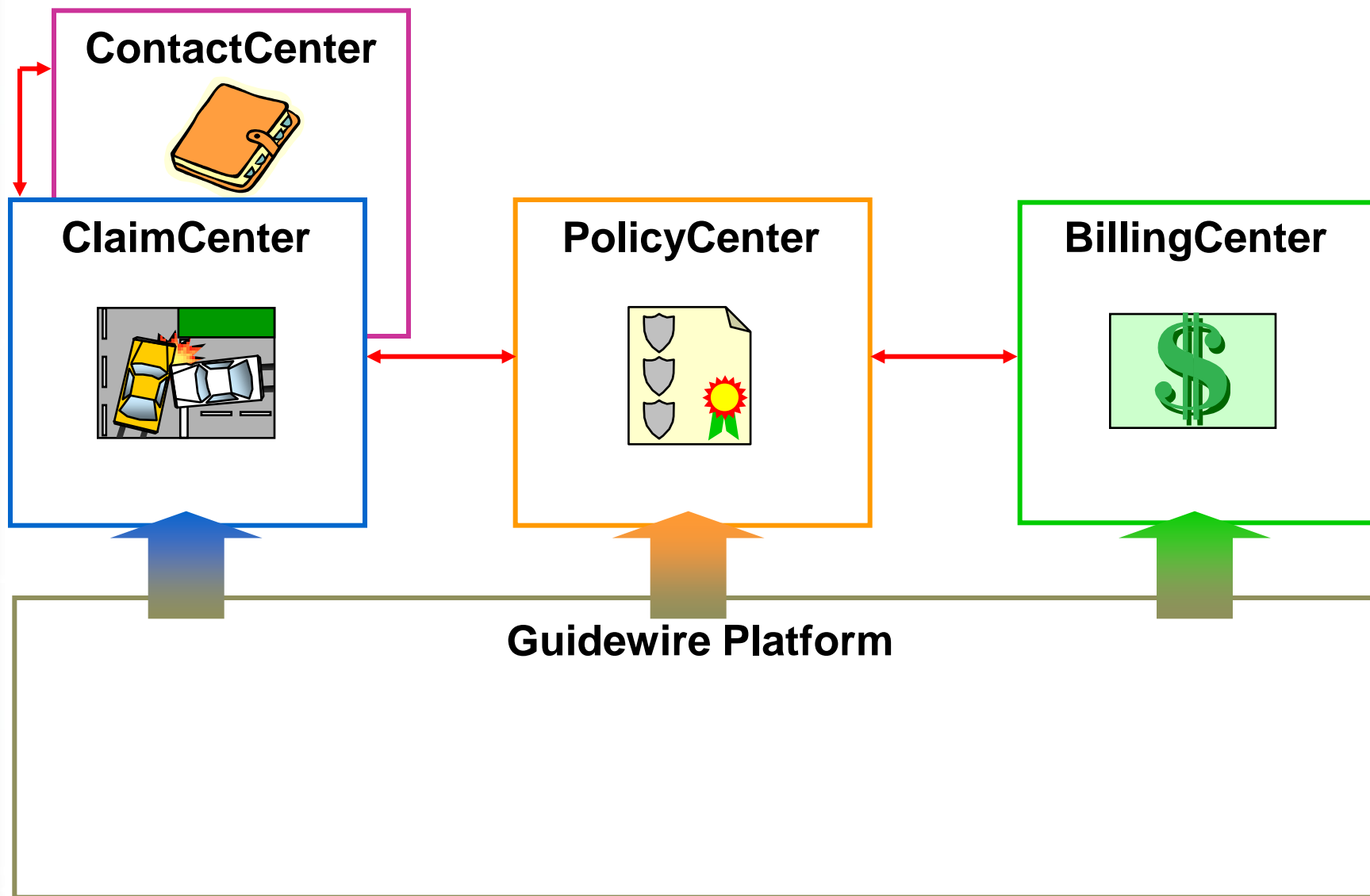
Assign

Remove Flag

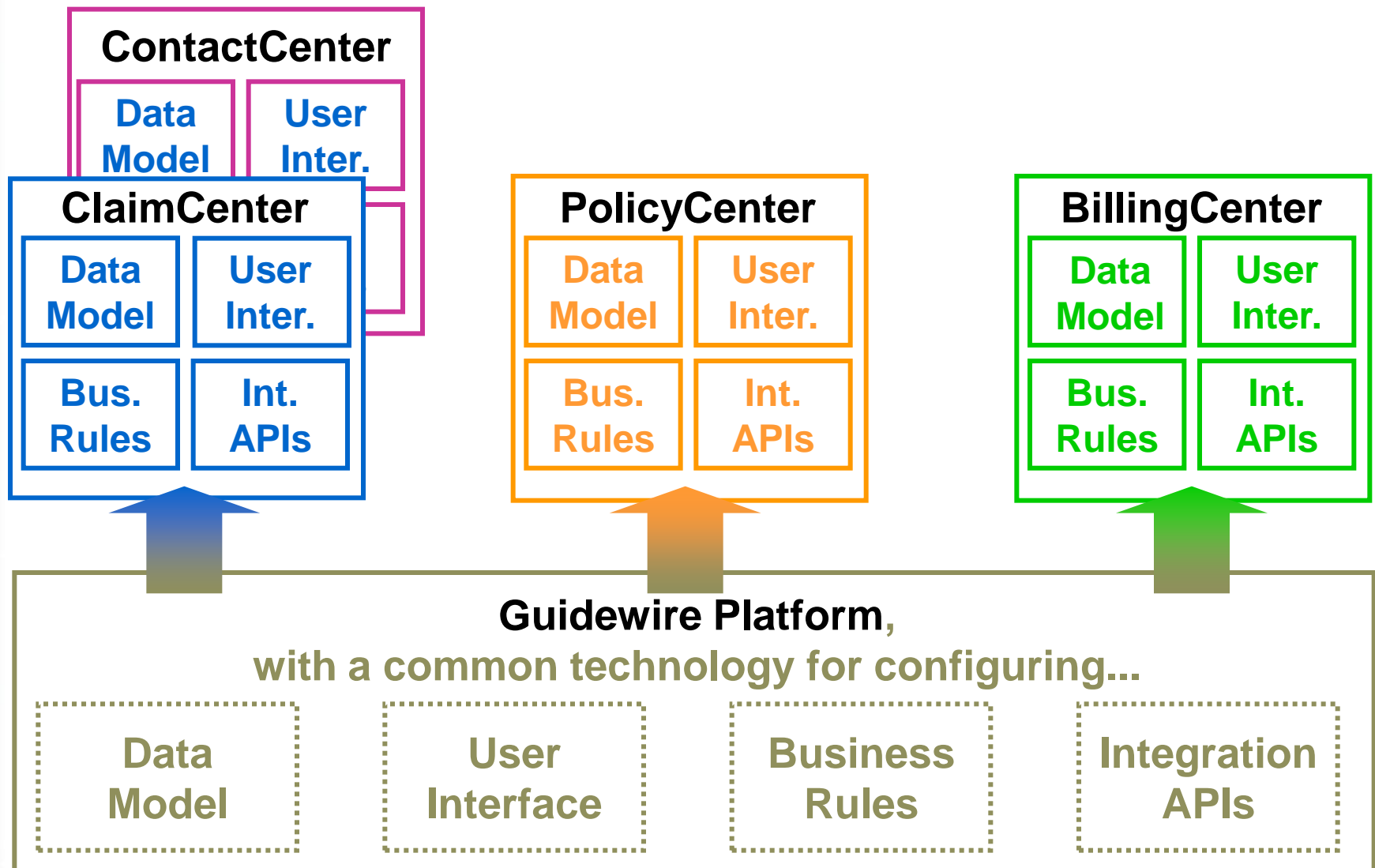
Print/Export

<input type="checkbox"/>	 	<u>Claim</u> 	<u>Adjuster</u>	<u>Policy</u>	<u>Insured</u>	<u>Claimant</u>
<input type="checkbox"/>		235-53-365870	Andy Applegate	54-123456	Ray Newton	Bo Simpson, Ray Newton, Stan Newton
<input type="checkbox"/>		235-53-373870	Betty Baker	53-263535	Mark Henderson	Alecia Cole, Bill Henderson, Richard Jackson
<input type="checkbox"/>		235-53-373871	Betty Baker	56-475868	Brittany Turner	Brittany Turner, Kathy Hammet
<input type="checkbox"/>		235-53-365871	Andy Applegate	54-253465	Allen Robertson	Ray Newton
<input type="checkbox"/>		235-53-365889	Andy Applegate	54-586734	Robert Farley	Robert Farley, William Weeks
<input type="checkbox"/>		235-53-373872	Betty Baker	54-586897	Lisa Shiu	Lisa Shiu
<input type="checkbox"/>		235-53-373906	Betty Baker	54-847564	Larry Gamney	Larry Gamney

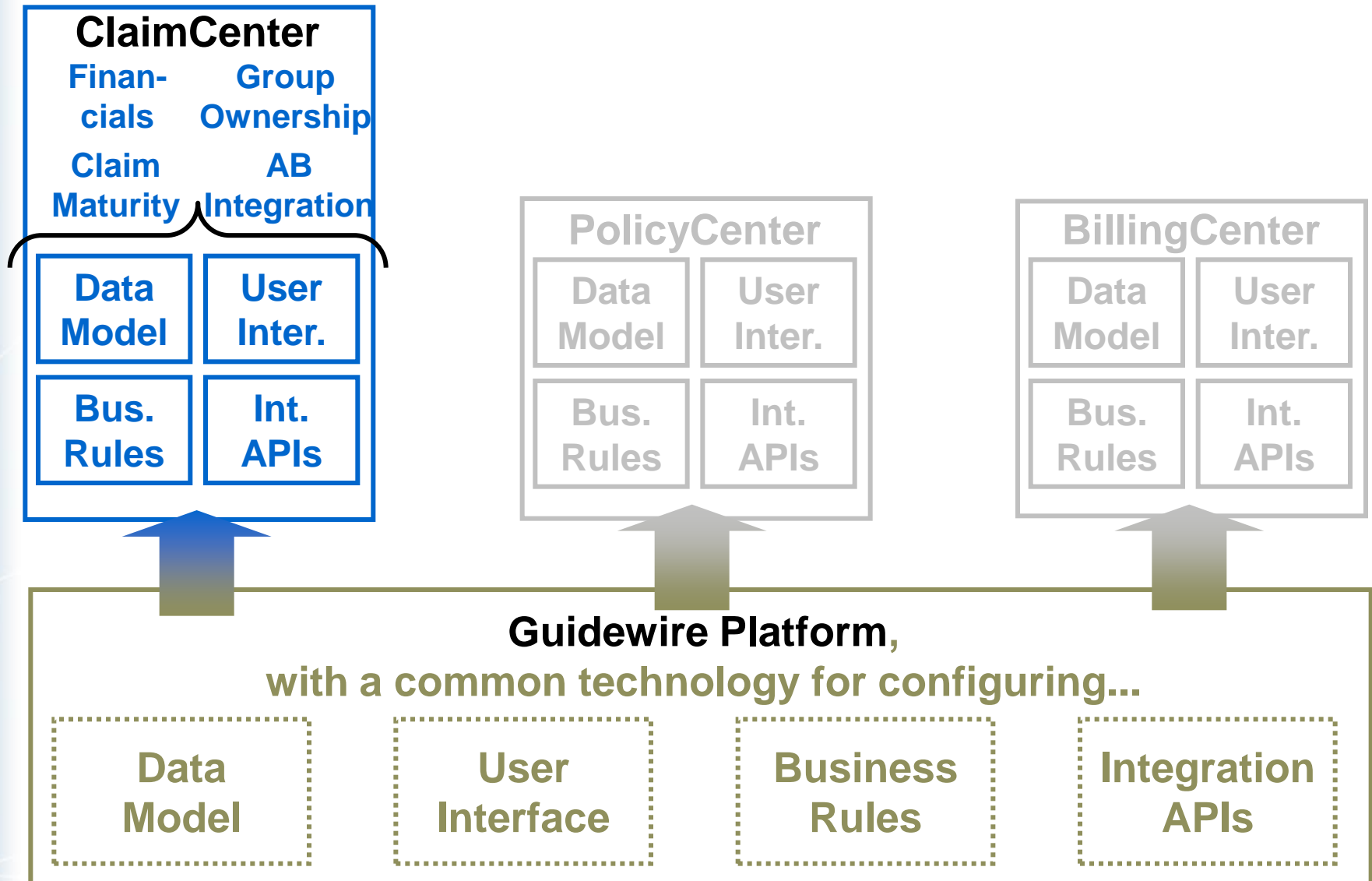
The Guidewire product suite



The Guidewire platform



ClaimCenter-specific functionality



Lesson outline

- ▶ ClaimCenter
- ▶ ClaimCenter product architecture
- ▶ ClaimCenter implementation tasks
- ▶ Documentation and support

The application server

App. Server Machine

Java EE Application Server



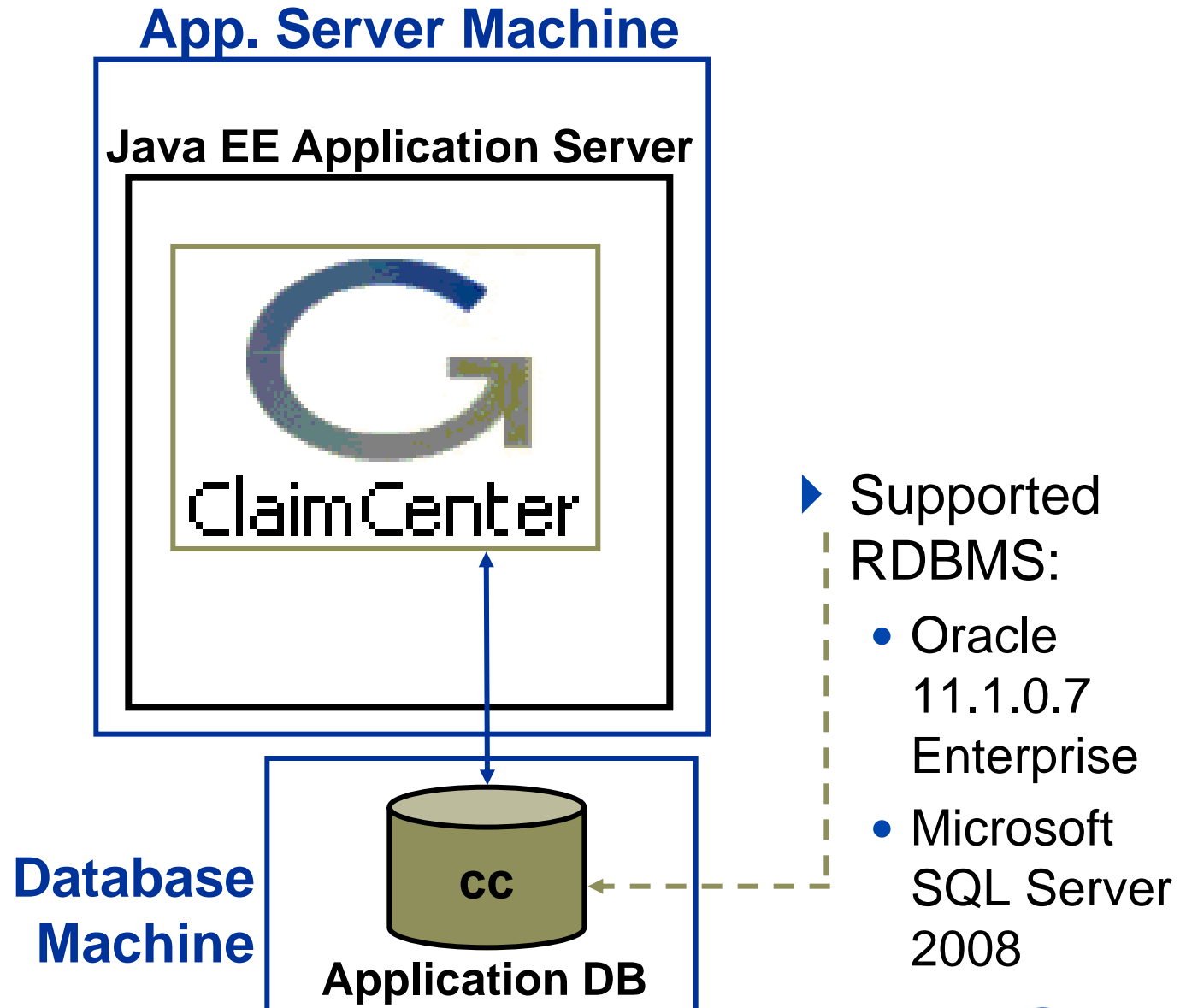
► Supported operating systems:

- Vendor-supported operating systems
 - Refer to your application server vendor
 - For Apache Tomcat, review the ClaimCenter Installation Guide

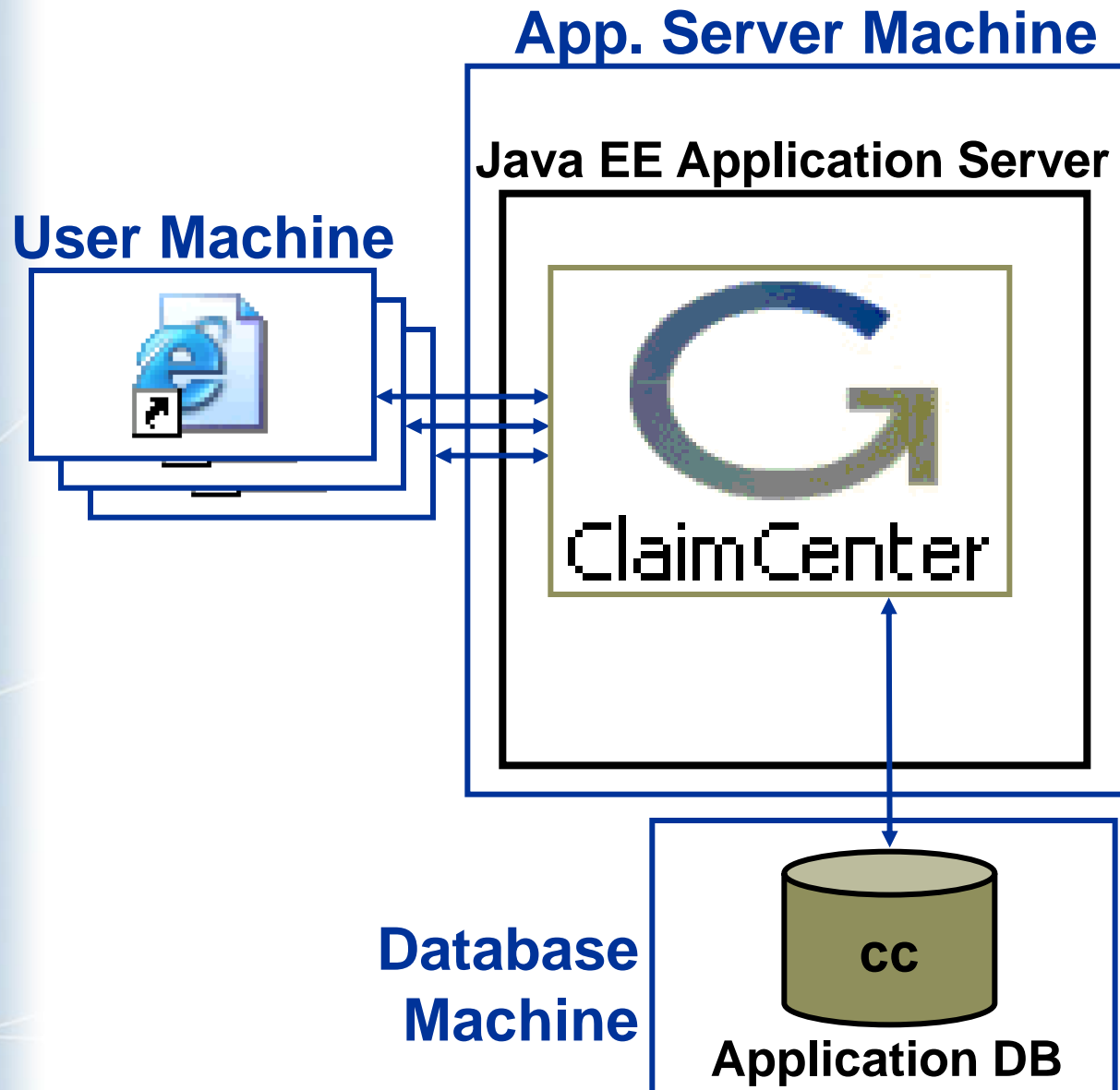
► Supported application servers:

- IBM WebSphere 7.0
- BEA WebLogic 10.3
- Apache Tomcat 6.0
- JBoss EAP 5.0

The application database

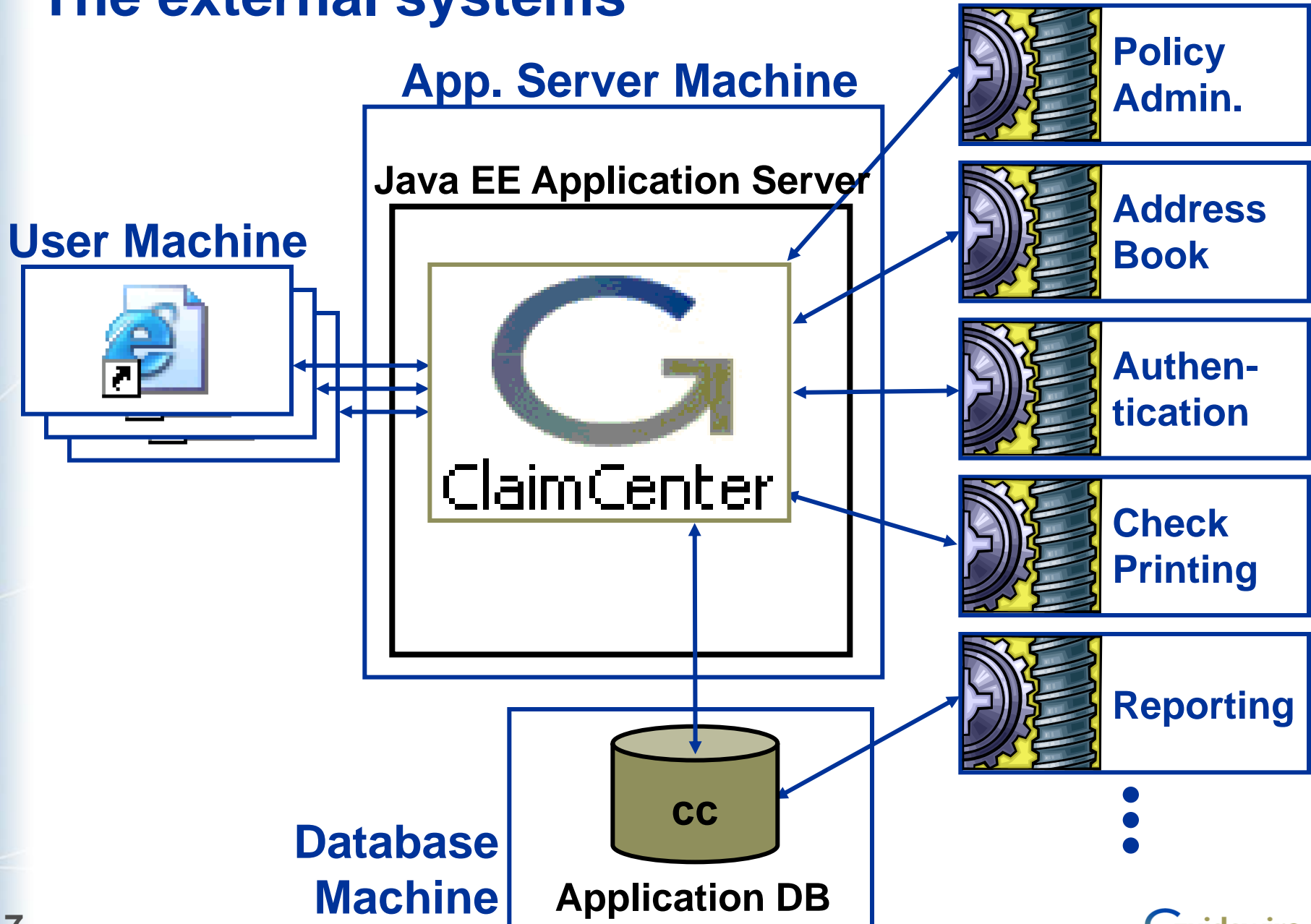


The user machines



- ▶ Supported web browsers:
 - Internet Explorer 7.0 or 8.0

The external systems



Common points of integration



▶ Course introduction

- Authentication

▶ Claim intake

- Policy administration
- First Notice application

▶ Claim file

- Address book
- Geocoding service
- Document production
- Document storage

▶ Adjudicating claims

- ISO ClaimSearch
- Metro Reporting Bureau
- General ledger
- Check processing
- Financial institutions
- Medical bill review

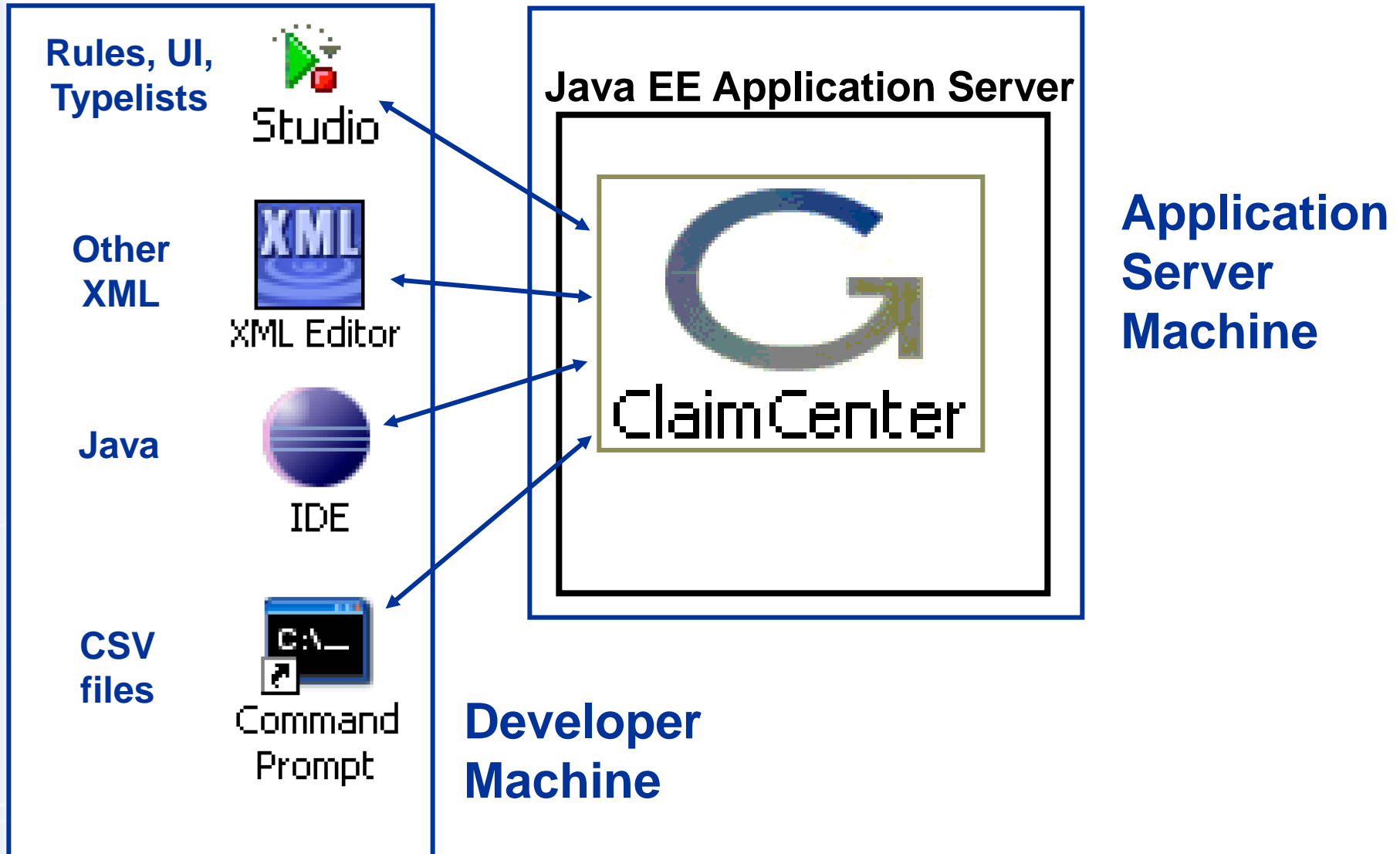
▶ Supervising claims

- Reporting

Lesson outline

- ▶ ClaimCenter
- ▶ ClaimCenter product architecture
- ▶ **ClaimCenter implementation tasks**
- ▶ Documentation and support

Implementer tools



Common implementation tasks

Task	Studio	XML	Java IDE	Cmnd Prmpt (CSV file)
Configure the data model	X	X		
Configure the user interface	X			
Configure the business rules (Gosu)	X			
Configure the integration points			X	
Configure global application behavior		X		
Import business data (such as users and groups)				X
Import initial configuration data (such as roles + activity patterns)				X
Schedule and run batch processes		X		
Create and backup the CC database	(through the RDBMS)			

Lesson outline

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ClaimCenter documentation welcome page

The screenshot shows the ClaimCenter 6.0.0 documentation welcome page. The page has a top navigation bar with links for Contents, Index, Search, and Favorites. Below this is a 'Find in TOC' section with '< Previous Page' and 'Next Page >' buttons. A 'Link to This Page' button is highlighted with a red box. The main content area is divided into several sections: 'Installation and Setup', 'Features and Functionality', 'Application Configuration', and 'Other Resources'. Each section contains a list of links to specific guides, with 'HTML' and PDF icons. A 'Gosu Development' section is also present. On the left, a 'Table of contents' sidebar lists all the documentation items. A red box highlights the 'Documentation set' section, which includes the 'Welcome to ClaimCenter' and 'Welcome to ClaimCenter 6.0.0' pages. A 'Publication date' annotation points to the date '10-September-2009 02:15AM' in the footer. A 'Link Directly to This Page' dialog box is open, showing the URL 'http://files/doc/release/cc/505/wwhelp/wwh...' and a link to 'Welcome to ClaimCenter 5.0.5'.

Contents Index Search Favorites Find in TOC < Previous Page Next Page > Link to This Page

Guidewire ClaimCenter 6.0.0 D

Table of contents

- Welcome to ClaimCenter
 - Welcome to ClaimCenter 6.0.0
 - ClaimCenter Application Guide
 - ClaimCenter Upgrade Guide
 - ClaimCenter New and Changed Guide
 - ClaimCenter Installation Guide
 - ClaimCenter System Administration Guide
 - ClaimCenter Configuration Guide
 - Guidewire Contact Management Guide
 - ClaimCenter Rules Guide
 - ClaimCenter Gosu Reference
 - ClaimCenter Integration Guide
 - ClaimCenter Reporting Guide
 - Guidewire Glossary

Documentation set

Installation and Setup

- Installation Guide (HTML | PDF)
- Upgrade Guide (HTML | PDF)
- New and Changed Guide (HTML | PDF)

Features and Functionality

- Application Guide (HTML | PDF)
- Reporting Guide (HTML | PDF)
- Contact Management Guide (HTML | PDF)

Application Configuration

- Configuration Guide (HTML | PDF)
- Rules Guide (HTML | PDF)

Other Resources

- Data Dictionary
- Security Dictionary
- Glossary (HTML | PDF)
- Guidewire Community Resource Center

Gosu Development

- Gosu Reference Guide (HTML | PDF)
- Gosu API Reference

Integration Development

- Integration Guide (HTML | PDF)
- Java API Reference Javadoc
- SOAP API Reference Javadoc

Publication date

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10-September-2009 02:15AM

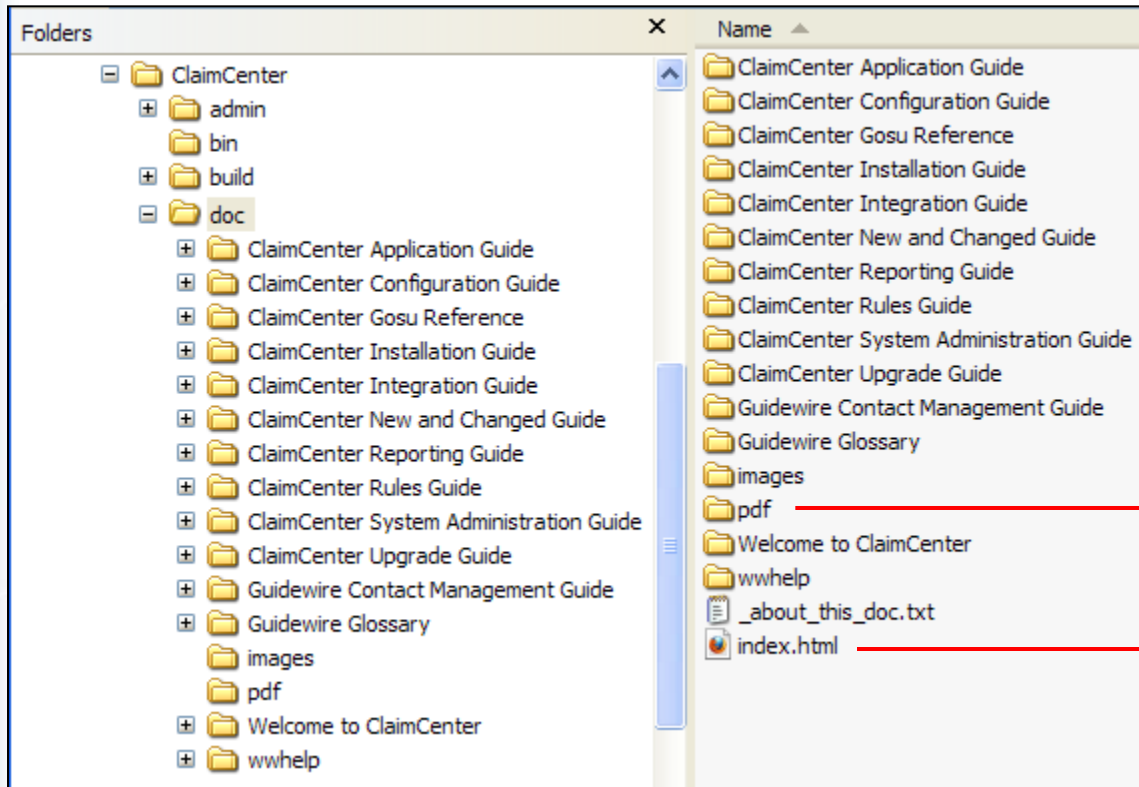
Link Directly to This Page

To bookmark this page, right-click on this link:
[Welcome to ClaimCenter 5.0.5](#)

Or you can copy this address:
<http://files/doc/release/cc/505/wwhelp/wwh...>

ClaimCenter documentation

- ▶ Available from <ClaimCenter home>\doc directory





**Documentation
set in PDF**

**Always open this
file to access full
documentation set**

- ▶ API references are also available but must be generated

Using the documentation

For this task ...	Use ...
Simple, whole-word search	Search tab to perform a search of all HTML books or of a single book
Comprehensive search	Open a PDF and use the Find facility
Print the current page	Click 
Print multiple pages	Open the PDF and print selected pages
Send a link	Click 
Bookmark a page in your browser	Click Link to This Page , right-click the link, and select Add to Favorites
Add an entry to the Favorites tab	On the Favorites tab, click Add button to create a link to the current page

Use these facilities for copying and bookmarking instead of using the URL in the address field

Guidewire Customer Support Center

- ▶ The **Guidewire Customer Support Center** is a web site for support and information about Guidewire products

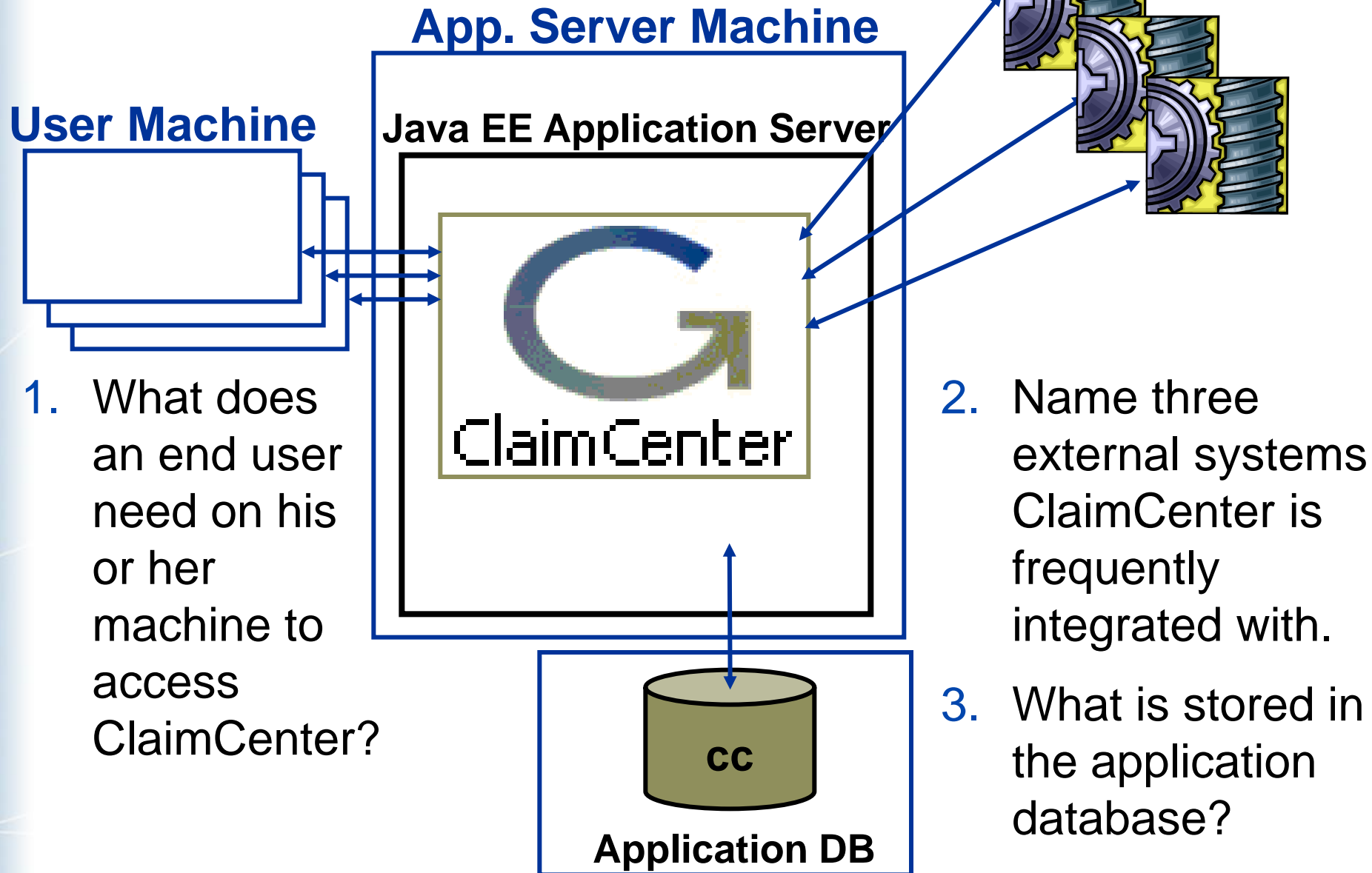


Lesson objectives review

You should now be able to:

- Describe the value proposition of ClaimCenter
- Describe the ClaimCenter product architecture
- Describe the tools commonly used and tasks commonly accomplished by technical developers during a ClaimCenter implementation

Review questions



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