

# 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.

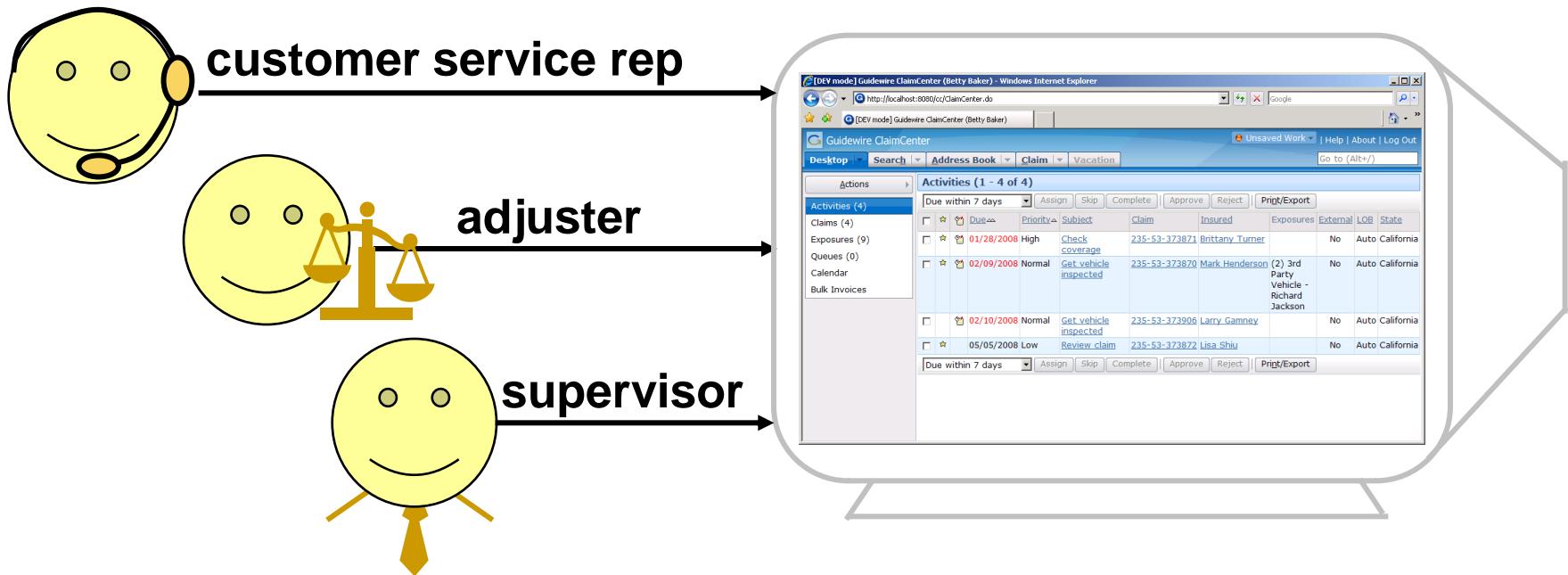
To view the notes in PowerPoint, choose View→Normal or View→Notes Page.

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

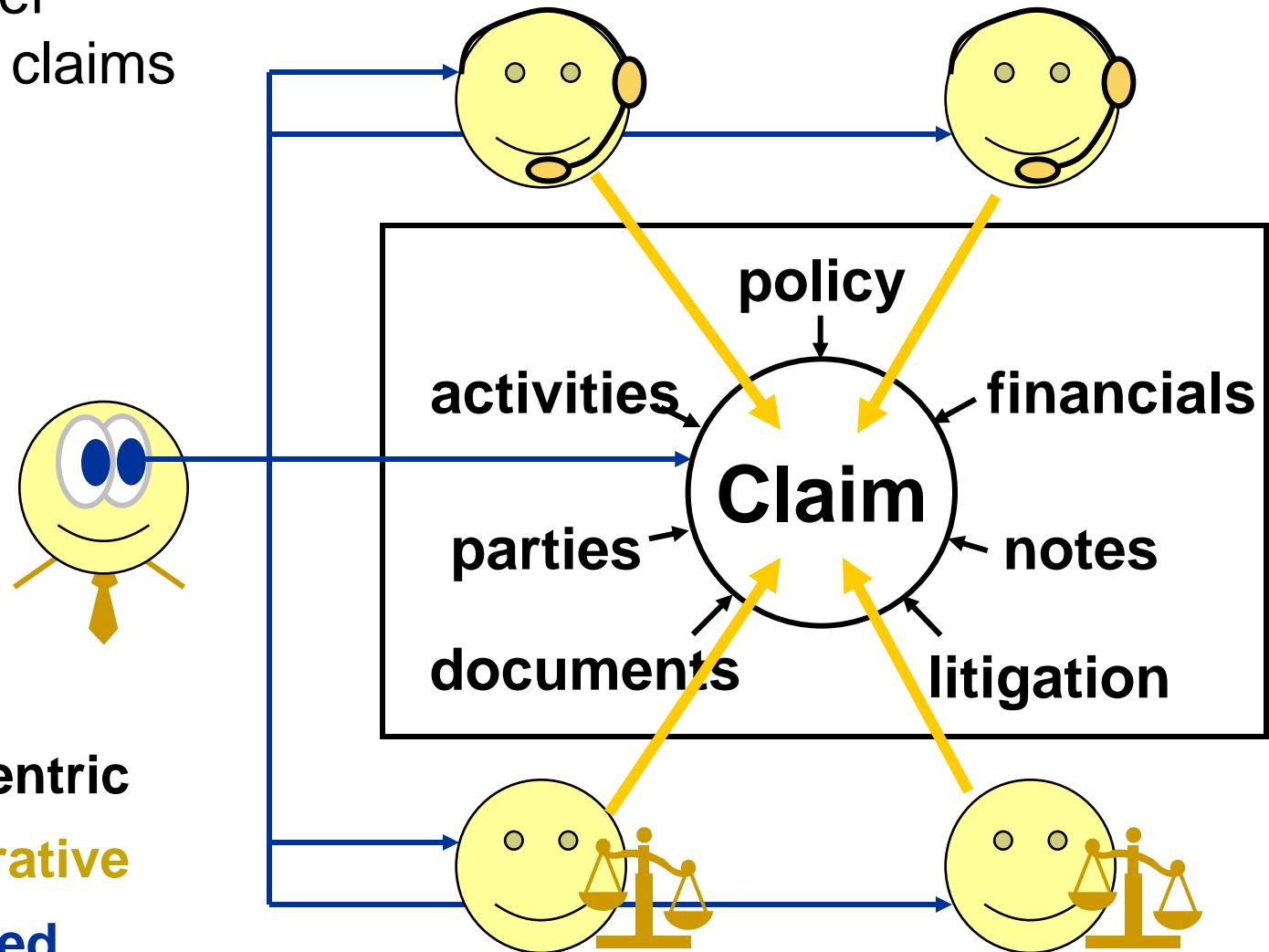
# ClaimCenter



- ▶ 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:



# ClaimCenter is claim-centric

Guidewire ClaimCenter

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** | 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
●	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

**Latest Notes (empty)**

**Planned Activities**

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

- ▶ 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   <a href="#">Users</a>				
<a href="#">Add User</a>		<a href="#">Remove User Roles</a>		
<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

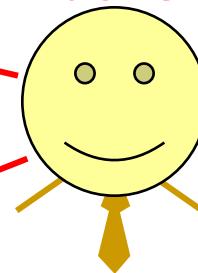
- ▶ One centralized location for all information about a given claim for every user

# ClaimCenter is controlled

Auto1 - TeamA: Summary						
<a href="#">Summary</a>   <a href="#">Aging</a>   <a href="#">Claims</a>   <a href="#">Exposures</a>   <a href="#">Activities</a>   <a href="#">Matters</a>						
<a href="#">Print/Export</a>		As of: 05/05/2008 05:03 PM				
		Claims				
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

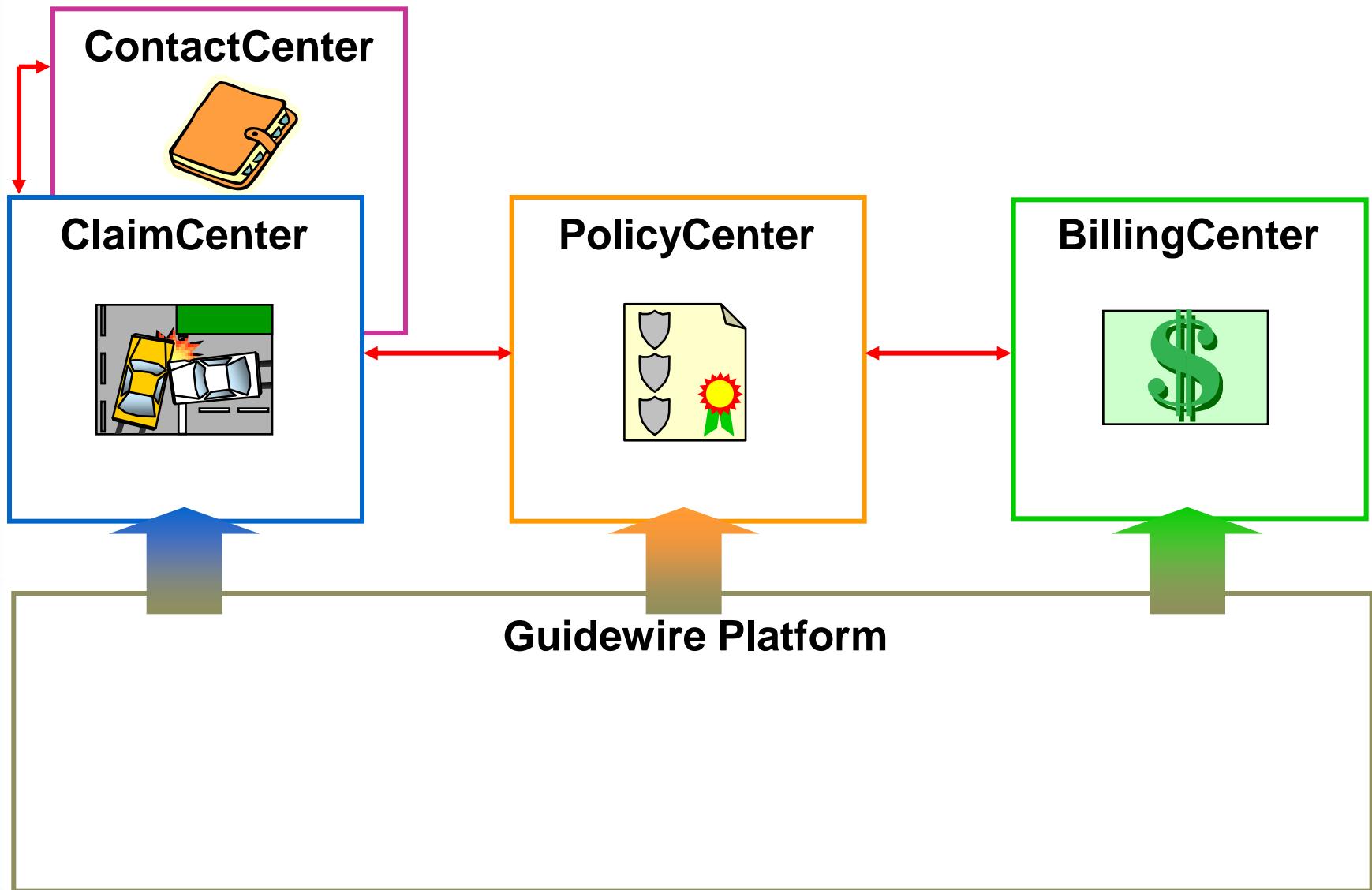
Other	Auto1 - TeamA: Claims (1 - 7 of 7)					
Total	<a href="#">Summary</a>   <a href="#">Aging</a>   <a href="#">Claims</a>   <a href="#">Exposures</a>   <a href="#">Activities</a>   <a href="#">Matters</a>					
All open owned						
	<input type="checkbox"/>	Claim	Adjuster	Policy	Insured	Claimant
	<input type="checkbox"/>	<a href="#">235-53-365870</a>	Andy Applegate	54-123456	<a href="#">Ray Newton</a>	Bo Simpson, Ray Newton, Stan Newton
	<input type="checkbox"/>	<a href="#">235-53-373870</a>	Betty Baker	53-263535	<a href="#">Mark Henderson</a>	Alecia Cole, Bill Henderson, Richard Jackson
	<input type="checkbox"/>	<a href="#">235-53-373871</a>	Betty Baker	56-475868	<a href="#">Brittany Turner</a>	Brittany Turner, Kathy Hammet
	<input type="checkbox"/>	<a href="#">235-53-365871</a>	Andy Applegate	54-253465	<a href="#">Allen Robertson</a>	Ray Newton
	<input type="checkbox"/>	<a href="#">235-53-365889</a>	Andy Applegate	54-586734	<a href="#">Robert Farley</a>	Robert Farley, William Weeks
	<input type="checkbox"/>	<a href="#">235-53-373872</a>	Betty Baker	54-586897	<a href="#">Lisa Shiu</a>	Lisa Shiu
	<input type="checkbox"/>	<a href="#">235-53-373906</a>	Betty Baker	54-847564	<a href="#">Larry Gamney</a>	Larry Gamney

status of all objects owned by team members

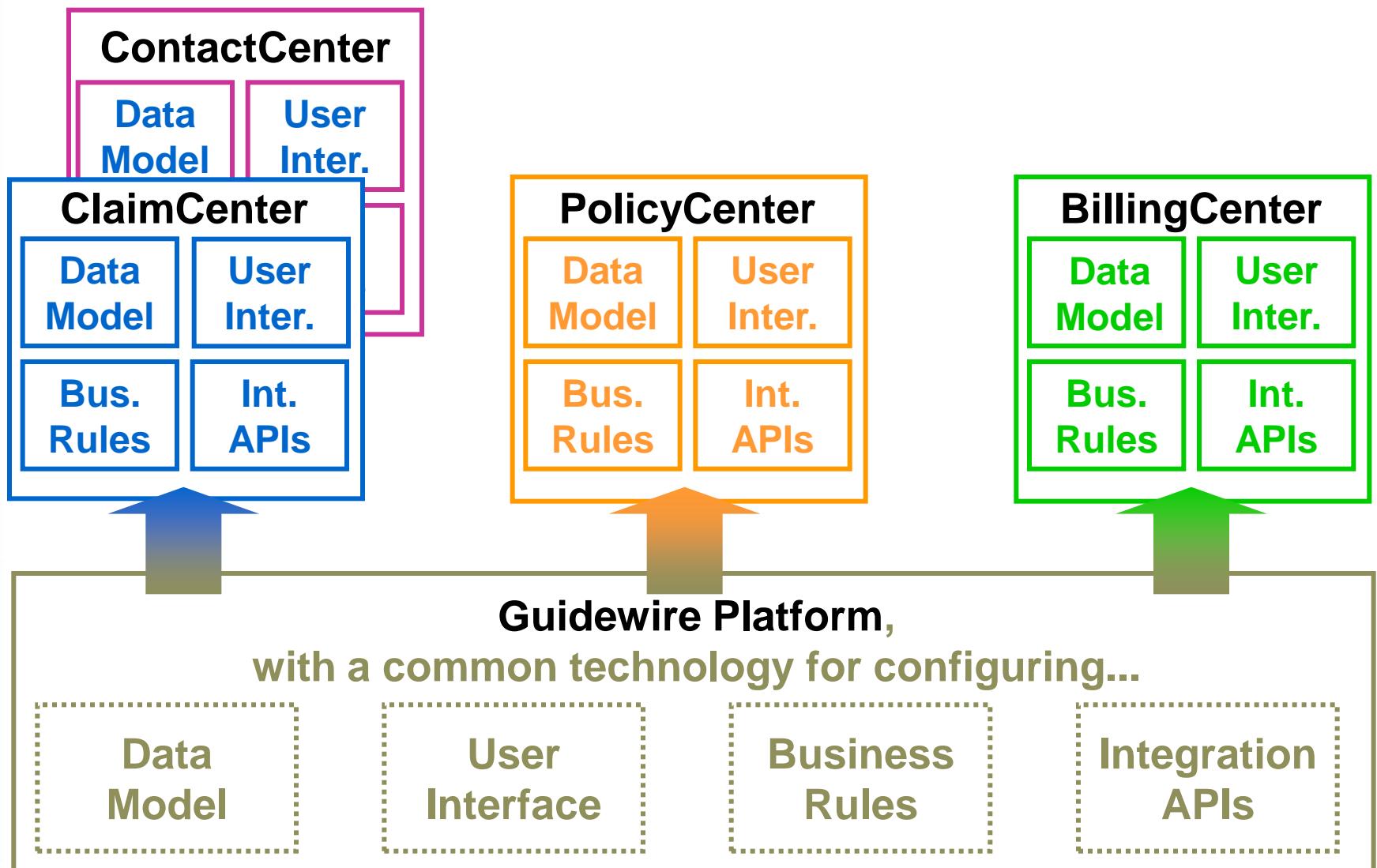


access to objects owned by any team member

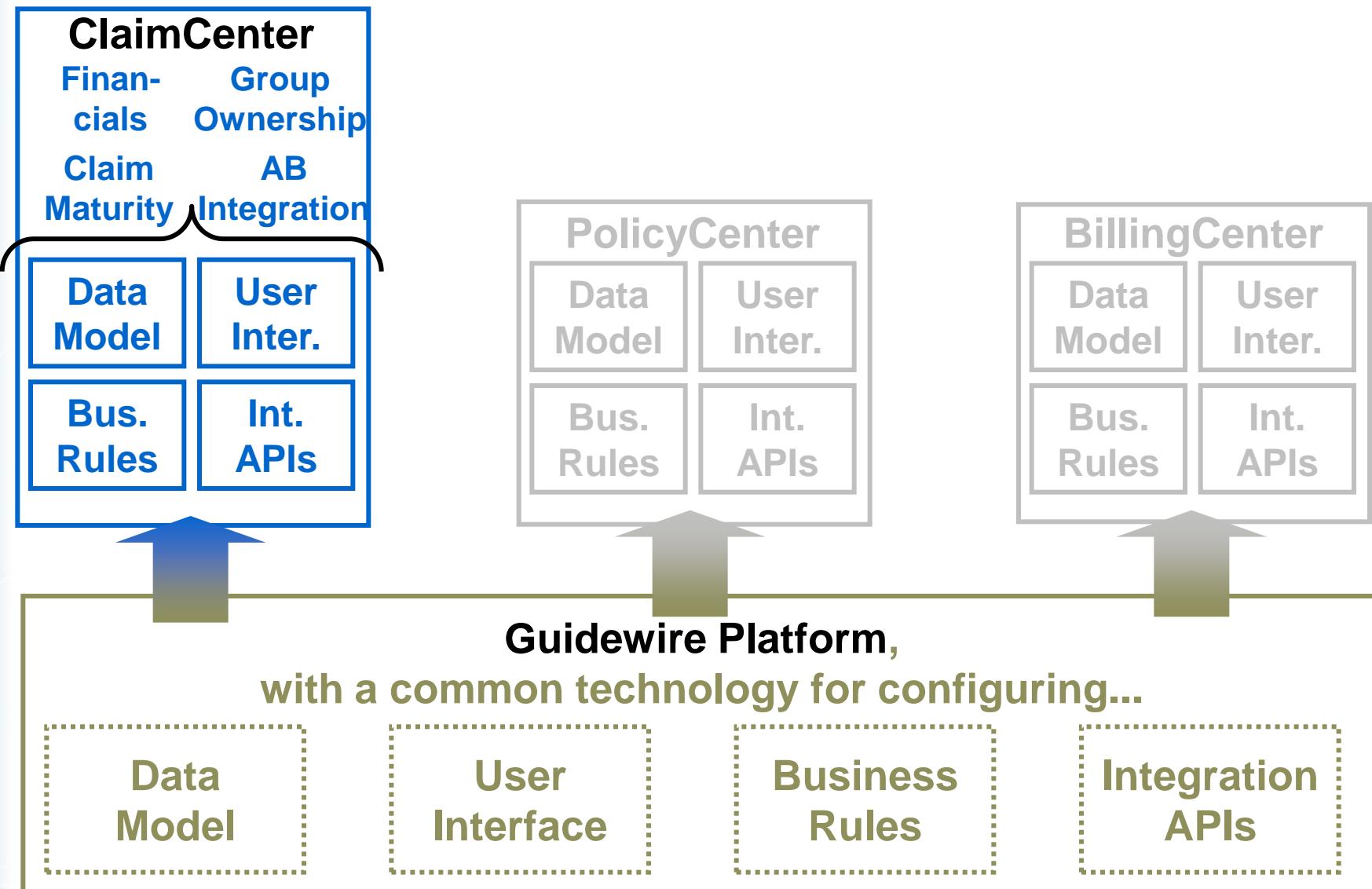
# The Guidewire product suite



# The Guidewire platform



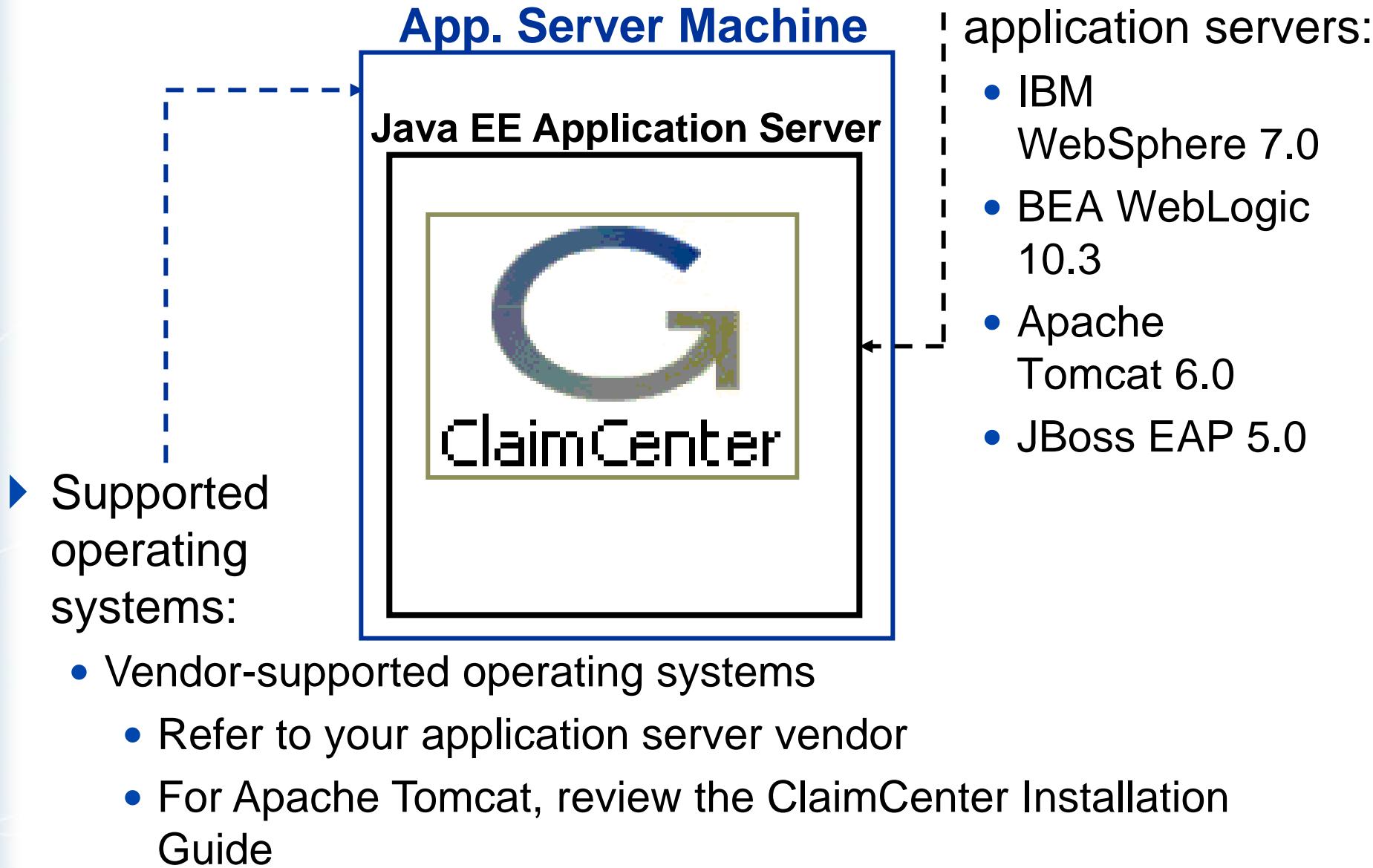
# ClaimCenter-specific functionality



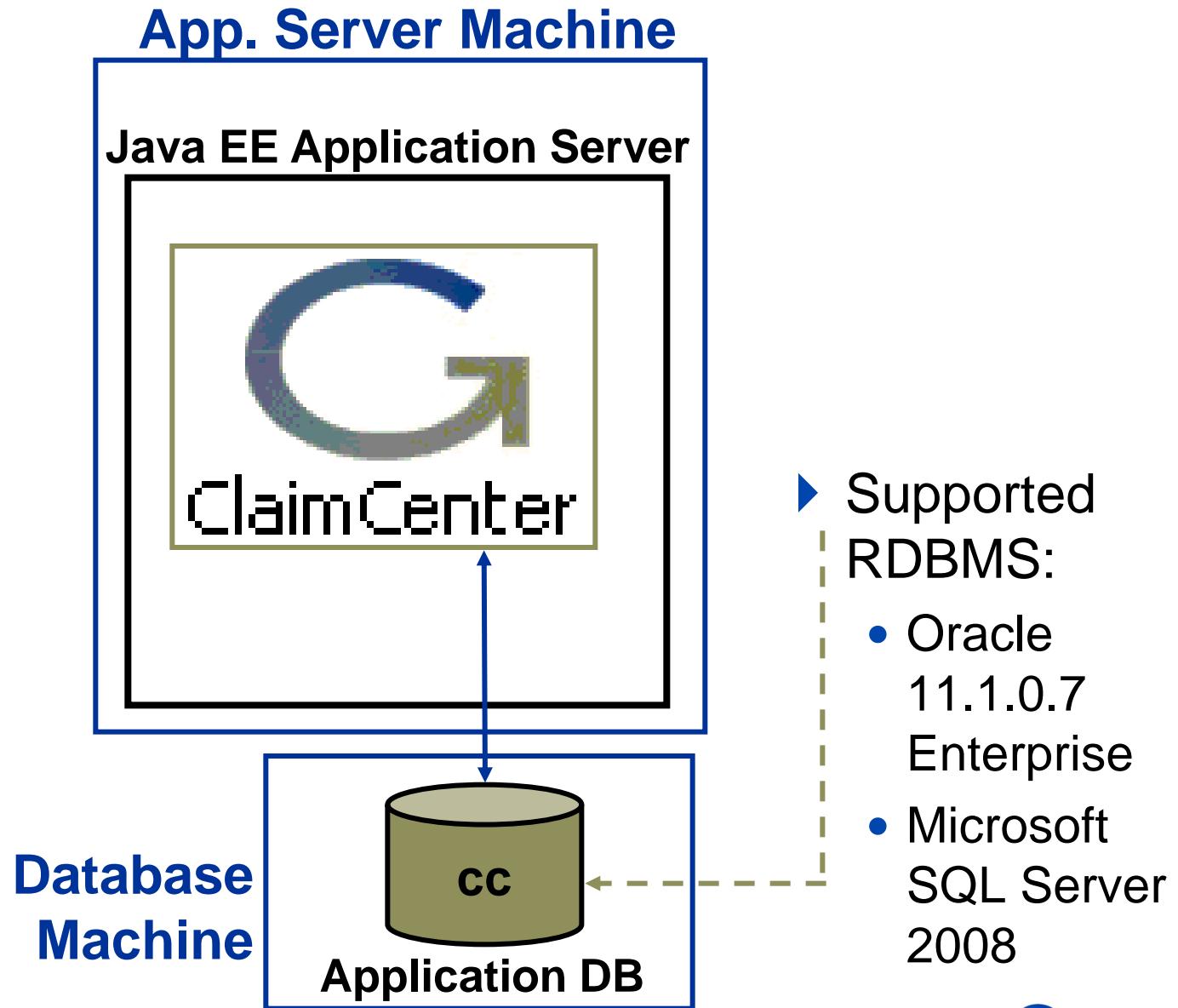
# Lesson outline

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

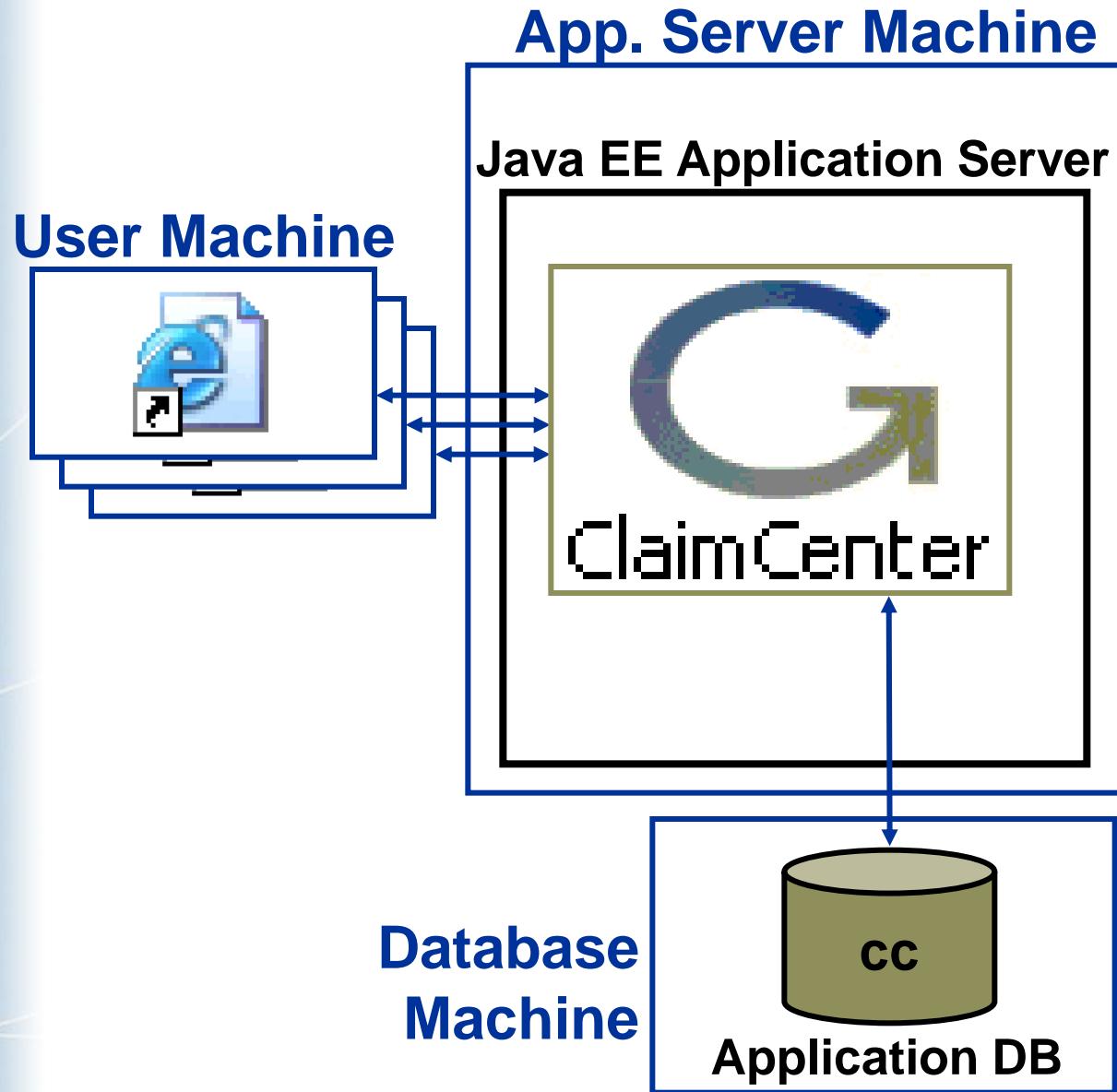
# The application server



# The application database

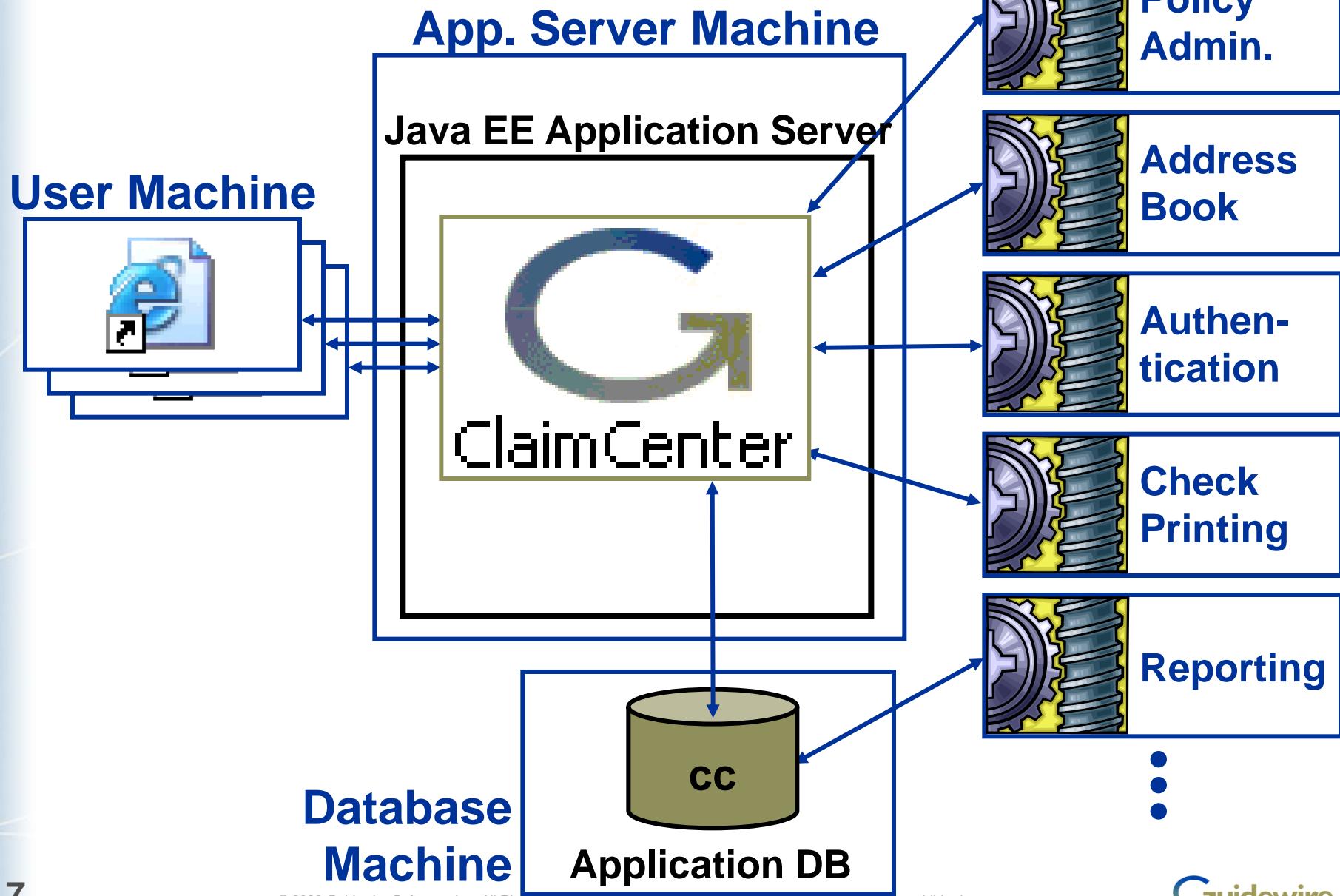


# The user machines



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

# The external systems



# Common points of integration

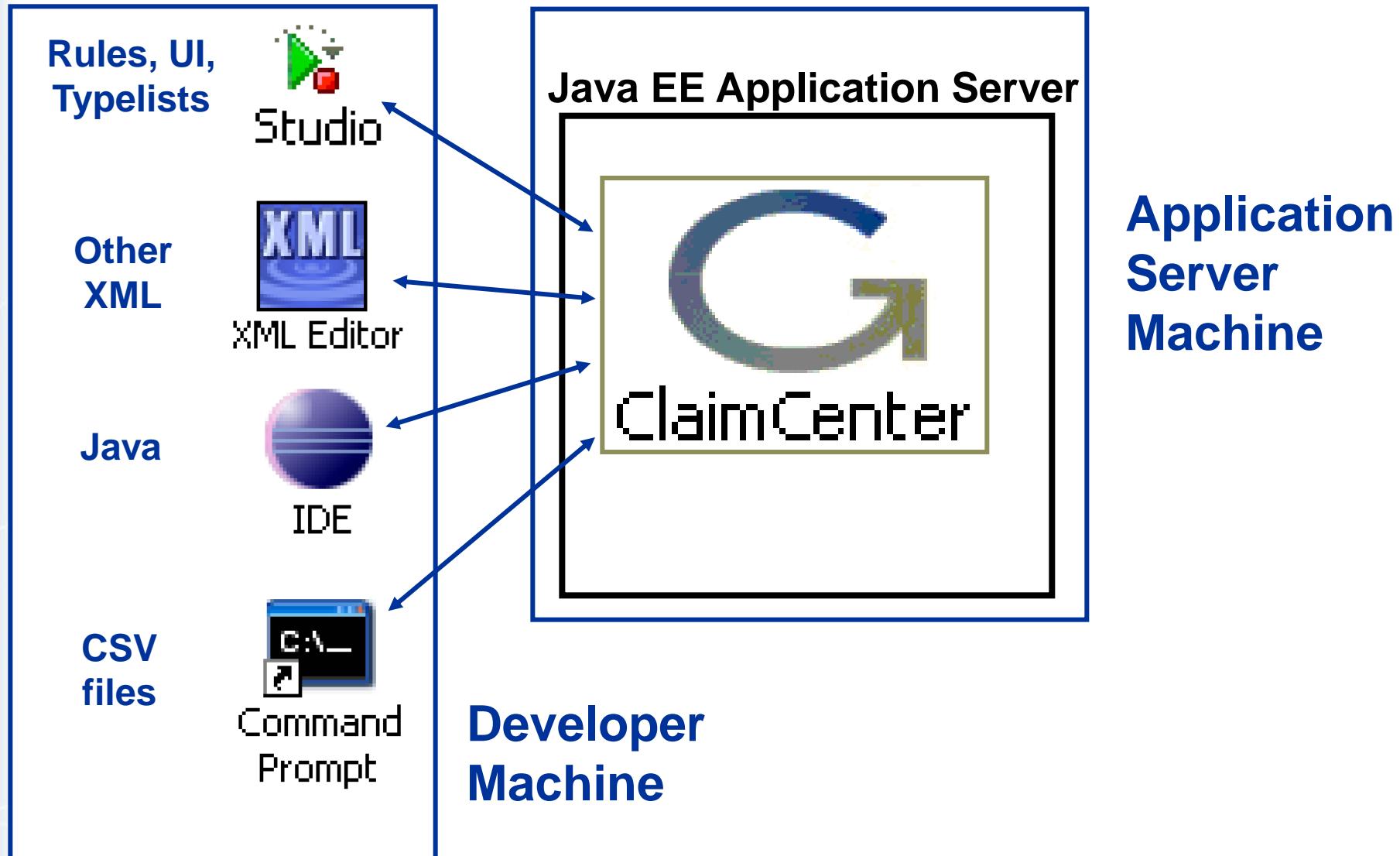


- ▶ Course introduction
  - Authentication
- ▶ Claim intake
  - Policy administration
  - First Notice application
- ▶ Claim file
  - Address book
  - Geocoding service
  - Document production
  - Document storage
- ▶ Adjudicating claims
  - ISO ClaimSearch
  - Metro Reporting Bureau
  - General ledger
  - Check processing
  - Financial institutions
  - Medical bill review
- ▶ Supervising claims
  - Reporting

# Lesson outline

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# 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	<b>(through the RDBMS)</b>			

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# ClaimCenter documentation welcome page

Table of contents

Documentation set

Publication date

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10-September-2009 02:15AM

Link to This Page

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

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

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/wwt>

Adm

Sy

Gosu Development

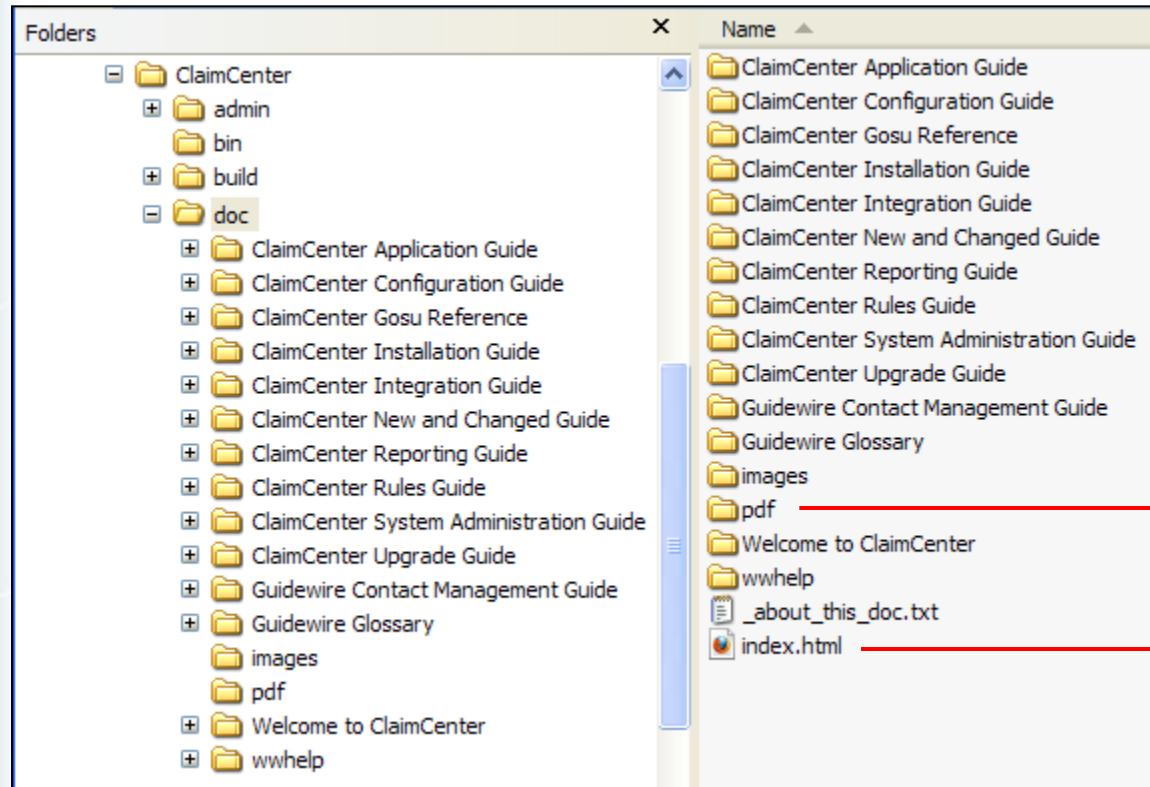
- Gosu Reference Guide ( [HTML](#) | [PDF](#) )
- Gosu API Reference

Integration Development

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

# 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  , right-click the link, and select <b>Add to Favorites</b>
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

The screenshot shows a web browser window for the Guidewire Customer Support Center. The title bar reads "Guidewire: Customer Support Center - Windows Internet Explorer" and the address bar shows "http://portal.guidewire.com/". The main content area features the Guidewire logo and navigation links for HOME, SUPPORT, RESOURCES, EDUCATION, and MY ACCOUNT. A "Customer Support Center" header is visible. On the right side, there's a sidebar titled "SUPPORT" with buttons for "SUBMIT AN ISSUE" and "Track My Issues", and a "GET CONNECTED!" section. The central content area welcomes users and lists changes made to the portal, such as new technical content and usability features.

Guidewire: Customer Support Center - Windows Internet Explorer  
http://portal.guidewire.com/

Guidewire: Customer Support Center

Customer Support Center

HOME SUPPORT RESOURCES EDUCATION MY ACCOUNT Login

WELCOME TO THE GUIDEWISE CUSTOMER SUPPORT CENTER!

Guidewire has made some changes to improve your experience of the Customer Support Center portal.

These include:

**New Technical Content**

- White papers discussing infrastructure related topics
- Public education course information and schedules

**Usability Features**

- Upgraded portal software with new user interface "look and feel"
- Improvements to account and password administration

SUPPORT

SUBMIT AN ISSUE ►

Track My Issues

GET CONNECTED!

If you are a licensed customer of Guidewire Software products, you may request an account for the Guidewire Support Center Portal, FTP server, and Education Portal by contacting your Guidewire Professional Services Account Manager or Customer Support Partner.

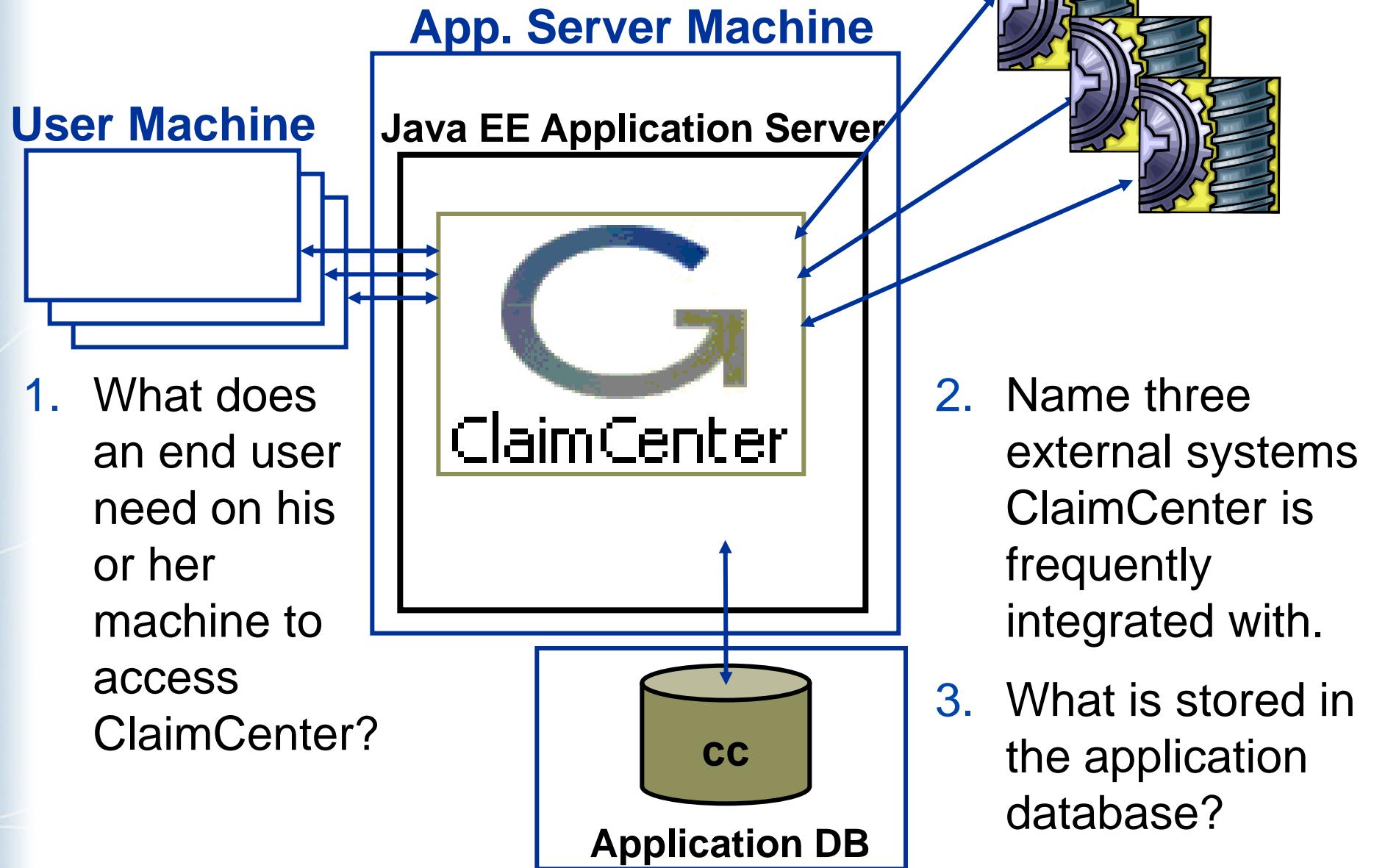
Done Internet 100%

# 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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