Send, Sign and Save Insurance Agreements Faster with DocuSign and Guidewire

Agreements fuel the insurance industry, from new business policy applications to change requests and accident reports. Though these agreements are critical, 54%[1] of insurance companies struggle with slow turn-around times due to disconnected and paper-based agreement systems. Insurance carriers need to invest in solutions that improve efficiency by connecting and simplifying their workflows. With the DocuSign Accelerator for Guidewire PolicyCenter and the DocuSign Accelerator for Guidewire ClaimCenter, carriers can seamlessly send, sign and save agreements for policies and claims without ever leaving the Guidewire platform. This results in better employee and agent productivity, accelerated turnaround times, lower costs and satisfied policyholders.

How it works

Send
Select documents from PolicyCenter or ClaimCenter and design your own workflow for internally routing and sending forms. Add free-form tags and attach additional documents and tabs as needed.

Sign
Capture customized electronic signatures and track the real-time status across all of your DocuSign forms.

Save
Save completed documents back into Guidewire with full transaction history and audit trails. Options include ability to retain a DocuSign Certificate of Completion, providing full provenance of the transaction during its signing process.

Benefits

Easy setup and maintenance

Get up and running quickly without the need for dedicated IT resources. Leverage a large ecosystem of agreement experts to ensure a successful deployment with on-demand, always-on support.

Flexible workflows

Reduce steps and improve productivity by setting up your workflows exactly as you need them. Define custom approval and signing steps to ensure agreements reach the right people at the right time, and automate common post-signature tasks like data export. Eliminate the chase for signatures with automated reminders and easy status tracking across sent agreements.

Mobile-friendly signing experience

Deliver a superior experience to policyholders with the top-rated mobile signing app. Customers can receive and open agreements via text and easily sign documents on practically any device from almost anywhere. Optimize mobile readability with collapsible sections and forms that automatically adapt to the signer's screen. Simplify claims intake with image attachment and mark-up capabilities.

Highly secure

Verify signer identity remotely using multiple options, including ID verification, SMS authentication and knowledge-based authentication. Manage compliance requirements with industry leading security certifications, the strongest encryption technologies available, and 99.99% uptime. Maintain digital audit history for compliance and audit purposes.

Customer spotlight

Eager to streamline their processes and unite their different platforms, Mercury Insurance integrated DocuSign with Guidewire and OnBase by Hyland. This solution enabled them to create a paperless correspondence with their customers and seamlessly store completed agreements within Hyland. Per Abby Hosseini, CIO of Mercury Insurance, "DocuSign is a fantastic solution that has allowed Mercury to greatly increase our speed to market and meet the expectations of our increasingly digital workforce and customer base." For more details, see our case study, Mercury Insurance digitizes signing with DocuSign eSignature.

Let's get started

Contact sales to learn more about this integration and get started.

Sample use cases

New policy sales
Insurer application forms
Disclosures and policy options
Coverage selection and payments
Underwriting documents

Policy Servicing
Policy cancellation authorization
Issue resolution notification (SLA)
Premium change notification
Beneficiary updates

Claims
Claims request
Claims exception
Dispute notices
Total loss
Uninsured/underinsured

DocuSign Agreement Cloud