

# Medallia

## > Guidewire PartnerConnect Solution Overview

### The Insurer Challenge

Insurance companies need a comprehensive understanding of their policyholders across key moments that matter such as reporting a claim.

### The Solution: Medallia for Guidewire ClaimCenter

Medallia for Guidewire ClaimCenter is a prebuilt accelerator that allows organizations to send survey invitations to Medallia and view or follow up on rich policyholder feedback within ClaimCenter. This integration empowers insurers to transform policyholder experience and improve operational efficiencies.

### Solution Benefits

- **User Experience - Guidewire users have to jump between multiple systems**  
Claim adjusters widely use ClaimCenter to manage claims of their policyholders. This is where data related to all of their interactions such as phone-calls, emails is stored. Further, it helps claim teams collaborate and communicate via Guidewire. Customers and users want more of Medallia functionality in Guidewire rather than having to switch applications which takes time and introduces friction.
- **Speed to value realization - Existing solution requires a custom integration**  
There is not an out of the box integration that allows Guidewire users to view Medallia feedback in ClaimCenter. Customers are required to build a custom integration every time, resulting in added costs and resource requirements, resulting in lower speed to value realization.
- **Trust**  
Customers prefer starting with an integration that has their vendor's stamp of approval. By building a prebuilt connector that is certified by Guidewire, it reduces the number of approvals needed to deploy a solution in an enterprise tech stack.

**INTEGRATION PLANNED  
ACCELERATOR**

**GUIDEWIRE APPLICATION:**  
ClaimCenter

**VERSION:**  
ClaimCenter 9

**GEOGRAPHIC REGIONS:**  
North America, APAC, EMEA

**LANGUAGES:**  
English

**LINES OF BUSINESS:**  
Personal Auto  
Personal Homeowners  
Commercial Lines  
Workers Compensation  
General Liability  
Travel



## Planned Integration Benefits

- Trigger Medallia surveys based on events within Guidewire such as changes in claim status
- View Medallia feedback within Guidewire to understand voice of customer when processing claims
- Use Medallia feedback to build custom workflows and reporting in Guidewire

## About Medallia

Medallia (NYSE: MDLA) is the pioneer and market leader in customer, employee, citizen and patient experience. The company's award-winning SaaS platform, Medallia Experience Cloud, is becoming the experience system of record that makes all other applications customer and employee aware. The platform captures billions of experience signals across interactions including all voice, video, digital, IOT, social media and corporate messaging tools. Medallia uses proprietary artificial intelligence and machine learning technology to automatically reveal predictive insights that drive powerful business actions and outcomes. Medallia customers reduce churn, turn detractors into promoters and buyers, create in-the-moment cross-sell and up-sell opportunities and drive revenue-impacting business decisions, providing clear and potent returns on investment. For more information visit [www.medallia.com](http://www.medallia.com).



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