



# Hi Marley *Ready for Guidewire* Accelerator for Adjuster Texting

## > [Guidewire PartnerConnect™ Solution Overview](#)

### The Insurer Challenge

Insurers recognize that customer experience has never been more important than it is now. Texting has become the preferred channel of communication for customers. How can insurers engage with their customers most effectively via text?

### The Solution: Hi Marley

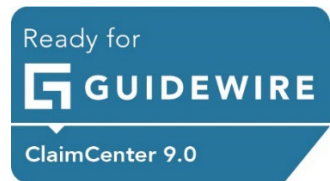
Hi Marley is a leading AI-based texting platform built specifically for insurance and trusted by more than 40 carriers. For claims, underwriting, policy services and more, Hi Marley is changing the conversation in insurance! The seamless integration between Hi Marley and ClaimCenter allows adjusters to text with customers and partners.

### Solution Benefits

- Reduce phone tag and call volumes by 30-40%
- Improve cycle times by 20-30%
- Increase Net Promoter Score (NPS) by 10+ points

### Planned Integration Benefits

- Automate text initiation and SMS opt-in / opt-out
- Share real-time claim status updates
- Save conversation transcripts as part of claim file



#### GUIDEWIRE APPLICATION:

ClaimCenter

#### VERSION:

ClaimCenter 9

#### GEOGRAPHIC REGIONS:

United States  
Canada

#### LANGUAGES:

English

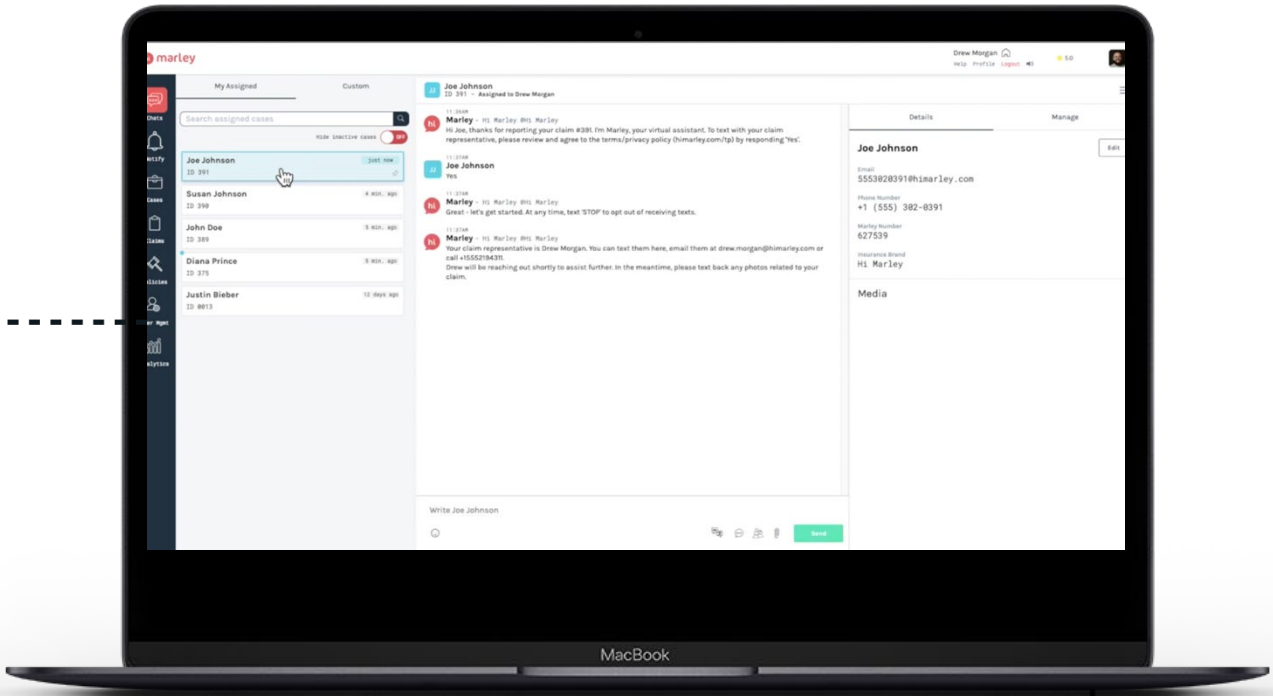
#### LINES OF BUSINESS:

Personal Auto  
Personal Homeowners  
Commercial Lines  
Workers Compensation  
General Liability  
Travel

#### [PRODUCT DEMO](#)



Navigate what's next.



## About Hi Marley

Hi Marley's AI-enabled texting solution allows insurance carriers to deliver a seamless communication experience. The platform is designed specifically for the insurance industry, offering features and functionality aimed to simplify all areas of customer-carrier interaction. Representatives interact through our web-based application while customers communicate through a simple text conversation — no app download or webpage visit necessary.



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Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. We combine digital, core, analytics, and AI to deliver our platform as a cloud service. More than 380 insurers, from new ventures to the largest and most complex in the world, run on Guidewire. For more information, contact us at [info@guidewire.com](mailto:info@guidewire.com).