



GhostDraft for Guidewire ClaimCenter revolutionizes claims communications by enabling insurers to create customizable, interactive documents while ensuring compliance and control. It empowers business users to deliver personalized, omnichannel communications, enforcing regulatory adherence while allowing for customized edits. This streamlines operations, accelerates customer service, and fosters loyalty through efficient interactions.

Built By Guidewire
Cloud

TechAlliance Advantage

Built by Guidewire Validated Integration

Solution Overview

Challenge

Creating and managing claims communications presents insurers with significant challenges. Customers under stress during the claims process expect personalized communication and quick resolutions. Their loyalty often hinges on how effectively insurers handle these interactions. Striking the right balance between empathy and efficiency is crucial, as dissatisfied customers may readily switch providers. Insurers must leverage technology to streamline communication while maintaining a human touch, ensuring claims processes are transparent and supportive throughout.

Solution

GhostDraft for Guidewire ClaimCenter transforms claims communications by enabling insurers to craft customizable, interactive documents that ensure compliance and control. It empowers business users to deliver a customer-centric experience through personalized communications tailored to individual preferences. By shifting content creation from IT to business teams, GhostDraft accelerates resolution times, enhances engagement, and fosters brand loyalty through streamlined, efficient customer interactions during the claims process.

Benefits

- Empower business users to create personalized claims documents and omnichannel claims communications.
- Enforce compliance while permitting personalized edits, ensuring messaging consistency and regulatory adherence.
- Streamline claims communications operations, enhancing speed for customers.



About Partner

GhostDraft empowers insurers to transform forms and documents into engaging experiences fast. Designed for insurance, over 90 insurers trust GhostDraft's intuitive end-to-end customer communications and digital experience platform to streamline the lifecycle of personalized, omnichannel communications at scale. Integrating into your business, GhostDraft helps you create better experiences, greater efficiency, reduced compliance risk, and more agility.

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Integration Specifications

Guidewire Application

ClaimCenter

Lines of Business

All P&C LOBs

Version Supported

Mammoth

Geographic Regions

North America

South Africa

Deployment Options

Cloud

Hybrid

Languages

English

