









# Hi Marley Integration with Guidewire ClaimCenter



The Intelligent Conversational Platform Built for the Insurance Industry

## The Integration Allows ClaimCenter Adjusters to:

-  **Initiate text contact**
-  **Enable SMS opt-in/opt-out**
-  **Utilize SMS templates and scheduled messages**
-  **View real-time sync on claim notes and SMS messages**
-  **Save conversation transcripts as part of claim file**
-  **Automate assignment/reassignment communication**
-  **Sync claim status, groups and secondary operators**
-  **Promptly respond to "needs attention" Coaching alerts**

## Changing the Conversation in Insurance

Designed by insurance pros for the insurance industry – we know what carriers need. Hi Marley delivers a seamless and modern communication experience - representatives interact through our web-based application while customers communicate through a simple text stream.

77% of Hi Marley's customers who have Guidewire are integrated with Hi Marley to maximize the efficiencies of the platform in a wholistic solution with ClaimCenter.

## Why it Matters

People want to text with their service providers. We created the first conversation platform for insurance carriers to reach customers via text - streamlining communication, automating processes and providing new ways to reach customers. Hi Marley delivers a better customer experience, driving increased customer retention while reducing costs and cycle time.

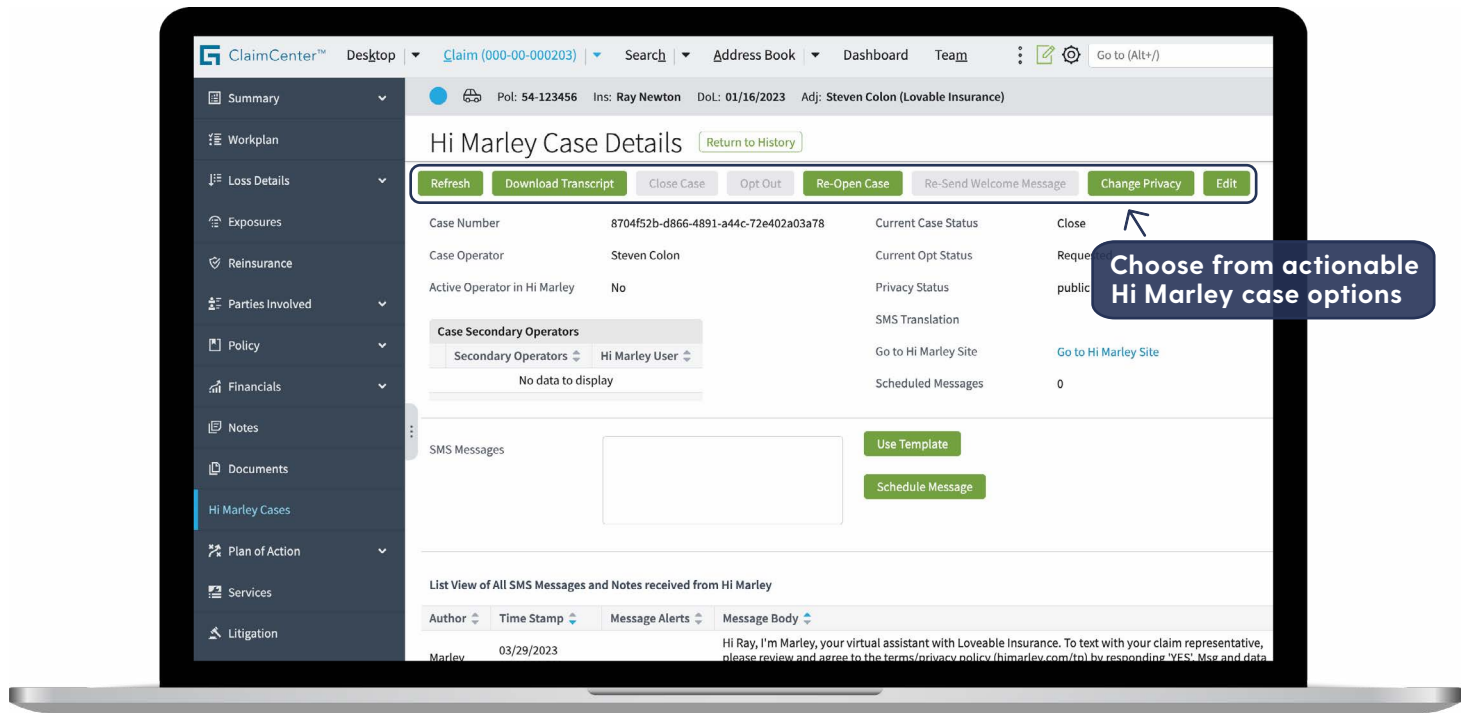
## Making Insurance Lovable

Hi Marley provides a better way for customers to experience insurance. With our deep-rooted insurance backgrounds, we know the problems that exist and are committed to solving them. We work alongside insurance carriers to elevate the customer experience.



## A Glimpse Into Guidewire ClaimCenter

Expanded Hi Marley case details provide case options, SMS and notes log and one-click access to insights and analytics.



“With the Guidewire integration, messages, documents and photos are automatically added to the claims system; one of the many Hi Marley features that has resulted in **better claim service for our customers and increased job satisfaction for our team.**”

**RICK HOBBS**  
SVP of Claims, AF Group

Contact us today about a demo or starting a free trial.



844.962.7539

hi@himarley.com

himarley.com

