






# Hi Marley Integration with Guidewire ClaimCenter



An AI-Enabled Collaboration 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.

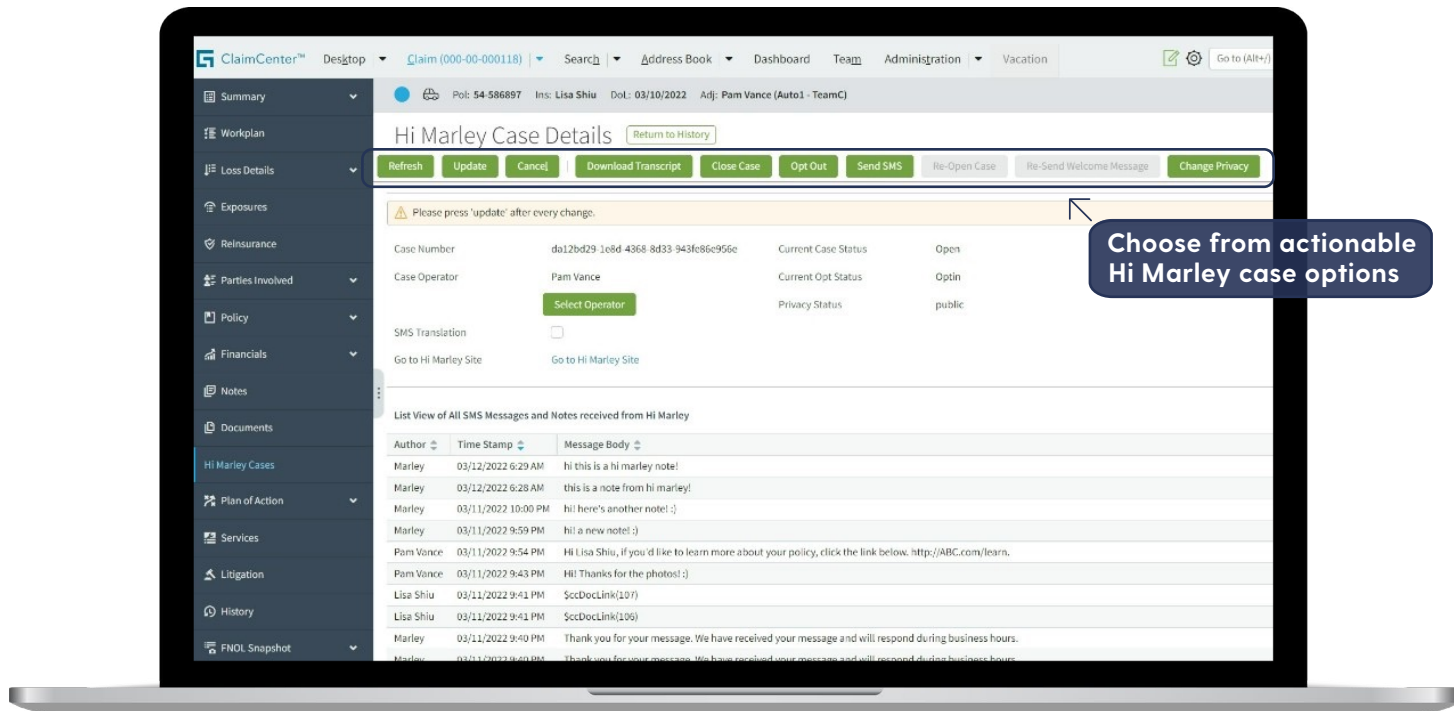
## Making Insurance Lovable

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.



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