

Hi Marley Integration with Guidewire InsuranceNow



Streamlining Claims Communication with AI-Enabled SMS Messaging



With Hi Marley, carriers can quickly respond to customers and easily exchange information via SMS, improving claims cycle times, reducing costs and elevating customer satisfaction.

Changing the Conversation in Insurance: A Core Integration

The Hi Marley integration with Guidewire InsuranceNow enhances communication and information sharing between carriers, policyholders and other ecosystem players during the claims process through a simple, hassle-free texting conversation. The integration enables InsuranceNow users with secure compliance measures, real-time sync of case details, single-click webapp access for increased workflow efficiencies and more.

Claims Adjusters on InsuranceNow Can:



Enjoy an Integrated Experience

Easily initiate text conversations and manage multiple cases per claim. Real-time sync of claim statuses, SMS messages and case notes reduces manual actions between systems.



Maintain Security and Compliance

View customer opt-in status to ensure TCPA compliance, download transcripts upon case closure and default new cases to “private” to limit visibility to only those authorized.

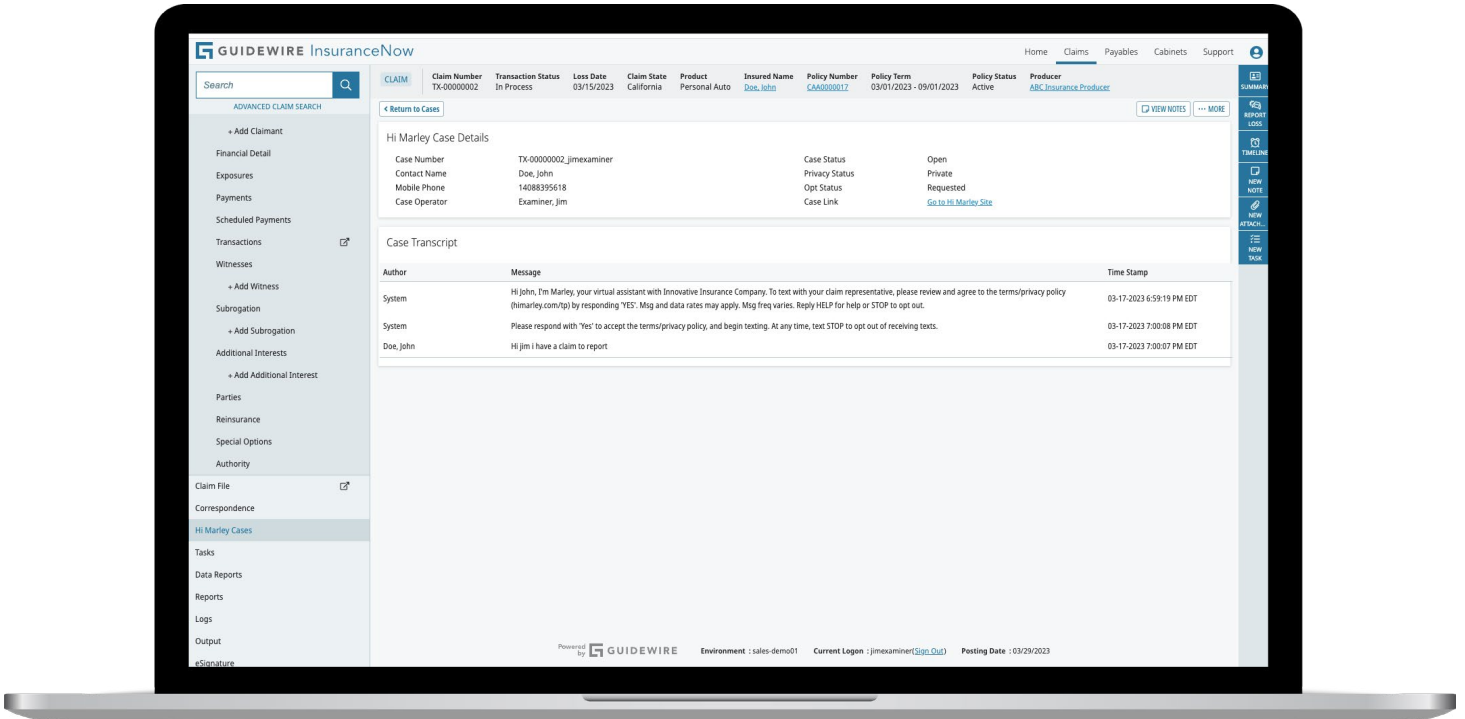


Improve Workflow Efficiencies

Reduce redundant steps with automatic video and image uploads from Hi Marley to InsuranceNow. Single-click access to the Hi Marley web app simplifies navigation and provides access to analytics and more.

A Glimpse Into Guidewire InsuranceNow

Hi Marley case details in InsuranceNow include opt-in status, privacy settings, SMS messages and more. Claims adjusters can open the case in Hi Marley with one click to send messages and utilize Hi Marley's suite of insurance-specific communication and collaboration capabilities.



Texting has become a de facto form of communication for many of us and our customers; we recognized an opportunity to more efficiently and effectively communicate with them in a way they prefer."

BRYAN MJAANES

Vice President of Technology, Vermont Mutual

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



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