

# OpenText Communications for Guidewire

Automate the design and delivery of personalized policyholder communications with a cloud-first, AI-powered solution for Guidewire PolicyCenter, ClaimCenter, and BillingCenter



## Benefits

- Manage, generate, and send communications in Guidewire Cloud
- Accelerate customer engagement
- Built-in compliance and governance
- Future-proof customer communications

**Ready For Guidewire**  
Cloud

Only 53 percent of insurance customers are currently satisfied with their provider.<sup>1</sup> To attract new customers and keep policyholders engaged, insurers need to deliver a seamless, personalized experience. Each step should be smooth, interconnected, and personalized.

OpenText™ Communications (Exstream) integrates with Guidewire ClaimCenter, PolicyCenter, and BillingCenter, empowering business users to design, manage, and deliver personalized customer communications within existing workflows.

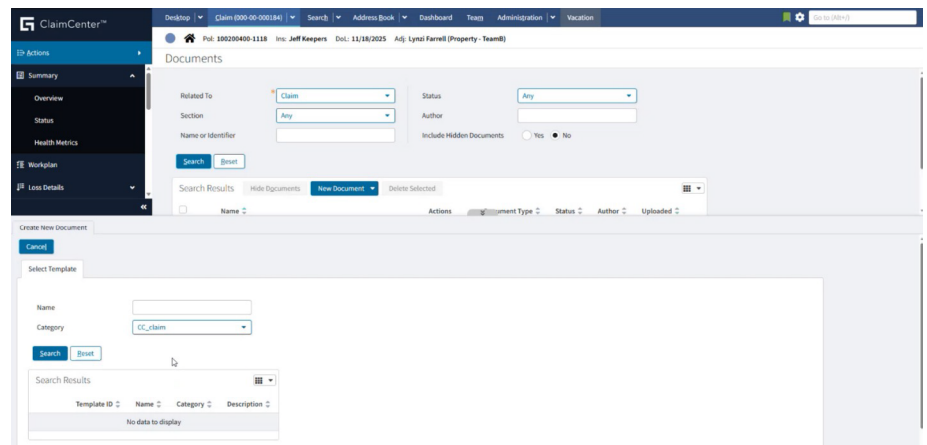
Maximize every customer interaction with targeted and personalized messages, including quotes, proposals, invoices, account statements, policy renewals, contract binding, onboarding, cross-selling, fraud and compliance prevention, claim estimates, and more.

## Transition to actionable customer conversations

Implementing Guidewire with OpenText Communications automates customer engagement across digital channels. Guidewire streamlines your interactive and transactional workflows while OpenText Communications extends them with

1. Capgemini Research Institute, *Unleashing the value of customer service: The transformative impact of Gen AI and agentic AI*, 2025

consistent, cross-channel customer communications. This includes managing core activities, such as sales quotes, proposals, policy contracts, dynamic multi-line policy statements, and the entire claims process from first notice of loss (FNOL) to settlement.



Access pre-approved communications templates from within the Guidewire UI

Equipping your business lines with the tools for creating, assembling, and delivering time-sensitive communications ensures actionable responses from customers. This approach leverages new digital channels to accelerate productivity and improve responsiveness to customer demands, ultimately boosting your net promoter score (NPS).

OpenText Communications optimizes both customer interactions and business transactions with clear, compliant, and precise language. By using best practice, “Designed for Experience” templates, organizations can modernize cross channel communications throughout their policy administration processes. This streamlines the customization of contracts by jurisdiction and enables new service campaigns triggered by customer inquiries. Enable email alerts to mobile workers requesting missing or compliant required information, reduce fraud through automated claims FNOL, and reduce postage costs through digital signatures.

## Trusted by leaders

# No. 1

CCM vendor in software capability strength and market presence

# No. 1

P&C insurer relies on OpenText

# 6 in 20

Global Fortune P&C insurers rely on OpenText

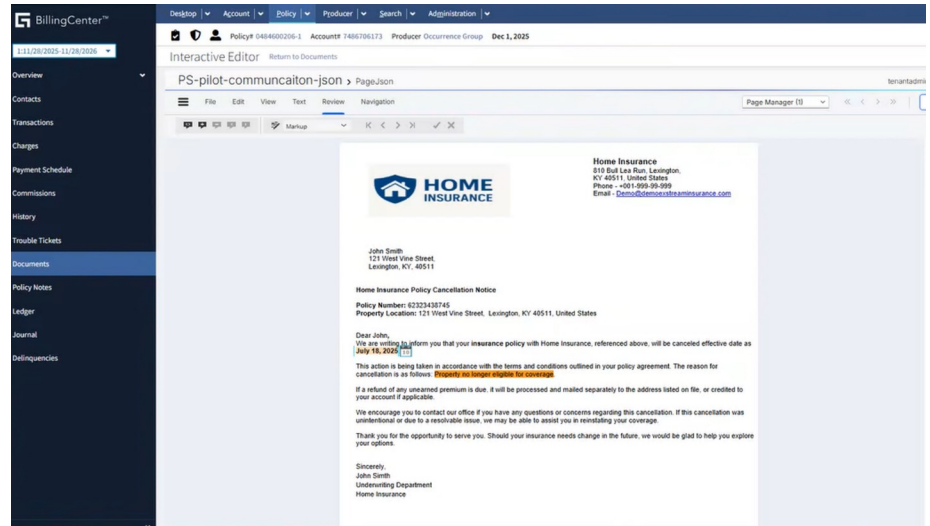
### OpenText Communications with OpenText Experience Aviator

Use OpenText™ Experience Aviator™ to create new communications and improve existing content with AI-assisted authoring. Built-in grammar, sentiment, and reading comprehension scores help staff create better content.

[Learn more >](#)

# Make customer experience your differentiator

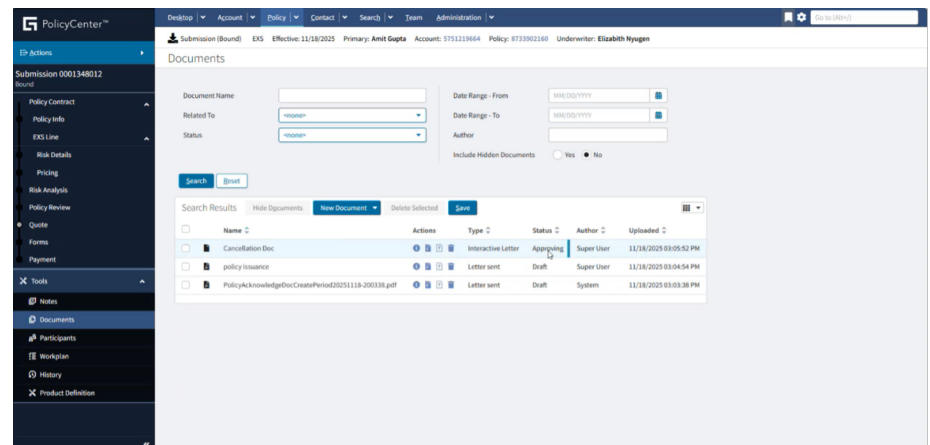
Enhance your customers' experience significantly by engaging them more effectively through personalized, omnichannel communications that maintain a consistent look and feel across all platforms. Seamlessly capture, repurpose, and integrate data from Guidewire to trigger real-time actions from the front office, initiating back-office processes for streamlined multichannel customer communications.



Personalize policyholder communications by updating highlighted sections

# Accelerate content workflows and collaboration

Combine OpenText Communications with Guidewire to streamline document review, approval, and secure storage from within a single platform. Automate workflows to eliminate manual steps prone to errors and leverage data-driven dynamic assembly and routing for straight-through processing.



Edit, review, and approve communications directly in Guidewire

This approach accelerates efficiency, reduces compliance risk, and lowers operational costs—while enabling seamless, connected customer communications across every channel.

**OpenText  
Communications for  
Guidewire on the  
Guidewire Marketplace**

OpenText Communications

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OpenText Communications  
Accelerator for  
PolicyCenter

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ClaimCenter

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OpenText Communications  
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## Modernize your business

Modernize your insurance business to the cloud with OpenText Communications for Guidewire ClaimCenter, PolicyCenter, and BillingCenter:

- Deploy OpenText Communications seamlessly within the Guidewire Cloud.
- Maintain uniform branding, layouts, headers, and footers across all documents.
- Generate communications using OpenText™ Core Communications templates and Guidewire data.
- Provide users with approved templates directly within the Guidewire interface.
- Enable on-demand communication generation and interactive editing before saving.
- Support review, edit, and approval workflows inside Guidewire.
- Automate communication creation based on Guidewire events and workflows.

## Integrate Guidewire with a high-performance, leading customer communications management (CCM) solution

**Differentiators include:**

- No.1 CCM vendor in software capability strength and market presence.
- OpenText™ Experience Aviator™ to accelerate authoring with knowledge-driven GenAI.
- Premier batch engine performance (up to 10x faster) with less investment in infrastructure and software licenses.
- Easy integration with data and content from any application, with no need to normalize data, saving hours of processing time.
- Web-based design and authoring functionality lets non-technical users modify and publish content in OpenText Communications templates without IT help.
- Assured email and SMS delivery with OpenText™ Core Messaging.
- The only enterprise CCM solution integrated into a complete omnichannel CXM architecture, including messaging, customer journey and data, web and mobile experiences, digital asset management, and contact center analytics.