



IAG New Zealand Future-Proofs Claims Operations with Guidewire Cloud Platform

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AUCKLAND, New Zealand & SAN MATEO, Calif.--(BUSINESS WIRE)--Mar. 12, 2026-- IAG New Zealand and Guidewire (NYSE: GWRE) announced that IAG New Zealand has reached a major milestone in its technology modernisation journey, migrating its on-premises implementation of Guidewire ClaimCenter to Guidewire Cloud Platform as part of its future-proofing program.

New Zealand's insurance landscape continues to evolve, driven by customer expectations, regulatory change, and the increasing frequency and severity of weather-related events. To continue delivering for customers, IAG must operate on technology that is resilient, secure, and capable of change.

The Guidewire platform provides a strong foundation for continued innovation across claims, ensuring IAG is well positioned to support customers when they need it most. The move positions IAG to better meet the evolving needs of customers, providing a more stable, secure, and scalable claims platform that can adapt as policyholder expectations and market conditions change. It reflects a broader commitment across the IAG group to modernise core technology platforms to improve resilience, speed of delivery, and the ability to innovate at scale.

IAG NZ Executive General Manager Insurance Platforms, Cordelia Kerr, said, "Moving to ClaimCenter on Guidewire Cloud Platform represents a significant step forward for the organisation. This milestone marks a tipping point in our journey to modernise and future-proof the technology that powers IAG. It enables a better experience for our customers during claims - one of the most critical moments in their relationship with us."

Kerr added, "The transition delivers faster updates and adoption of new capabilities to improve customer outcomes, regular enhancements to keep pace with regulatory and customer needs, in addition to overall cost efficiency. Advancing IAG's cloud strategy strengthens the resilience of our core platforms and ensures we can continue investing in technology that meets the changing needs of customers and regulators across all the markets we serve. This is about making sure we're ready for what the future holds, so we can continue to show up for our customers across Aotearoa New Zealand."

Guidewire Executive Vice President and Managing Director, Asia Pacific, Shaji Sethu commented: "IAG's move to Guidewire Cloud Platform is a significant step in modernising its claims capability. The platform provides a more resilient and scalable foundation, and supports faster adoption of new capabilities as customer and regulatory needs evolve. We value our long-standing partnership with IAG and are pleased to support this next phase of their technology journey."

About IAG New Zealand

As the country's largest general insurer, IAG New Zealand trades under the AMI, State, NZI, Lumley and Lantern brands, and also provides general insurance products through ASB, BNZ, Westpac and The Co-operative Bank. IAG New Zealand also owns AMI Roadside Rescue, AMI MotorHub and AMI HomeHub, which support customers with motor and home claims and broader service solutions. With a team of more than 4,800 employees, IAG New Zealand holds relationships with one in every two New Zealand households and insures over NZ\$1.07 trillion of commercial and domestic assets.

About Guidewire Software

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. More than 570 insurers in 43 countries, from new ventures to the largest and most complex in the world, rely on Guidewire products. With core systems leveraging data and analytics, digital, and artificial intelligence, Guidewire defines cloud platform excellence for P&C insurers.

We are proud of our unparalleled implementation record, with 1,700+ successful projects supported by the industry's largest R&D team and SI partner ecosystem. Our marketplace represents the largest partner community in P&C, where customers can access hundreds of applications to accelerate integration, localisation, and innovation.

For more information, please visit www.guidewire.com and follow us on [X](#) and [LinkedIn](#).

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