



Lititz Mutual Selects Guidewire ProNavigator to Bring AI-Powered Guidance to Agents and Employees

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Lititz Mutual will use Guidewire's embedded AI assistant to give agents and employees instant answers and guided recommendations within their daily workflows

LITITZ, Pa. and SAN MATEO, Calif., Sept. 21, 2026 /PRNewswire/ -- [Lititz Mutual Insurance Company](#) (Lititz Mutual) and [Guidewire](#) (NYSE: GWRE) announced today that Lititz Mutual has selected Guidewire ProNavigator to give employees and independent agents instant answers drawn from company policies, procedures, and expertise within their underwriting and claims workflows.



Lititz Mutual has selected Guidewire ProNavigator to give employees and independent agents instant answers

As agencies face ongoing onboarding challenges and workforce turnover, quick access to expertise has become critical. ProNavigator addresses this need by delivering conversational AI, insurance-specific answers and guided recommendations directly within underwriting and claims workflows, helping teams work more efficiently and consistently while reducing reliance on manual knowledge searches.

"We see AI as an opportunity to make our employees and independent agents more effective by putting trusted information directly into their workflows," said Henry Gibbel, President and Chief Executive Officer, Lititz Mutual. "Instead of searching through documents and systems, teams can quickly find the answers they need, reducing administrative work and delivering a better experience for our agents and policyholders. We wanted an AI solution that is practical, secure, and easy to adopt. Guidewire's embedded approach gives us a straightforward path to value while maintaining the security and governance our business requires. ProNavigator will serve as the foundation for extending AI-powered capabilities across future agent and customer experiences."

Joseph D'Souza, General Manager, ProNavigator, Guidewire, commented, "By embedding intelligence directly into daily operational workflows, Lititz Mutual is giving agents, adjusters, and underwriters faster access to the answers they need, right when they need them. That kind of support helps them stay productive and keeps policyholders with Lititz Mutual longer, which is where sustainable premium growth comes from."

To learn more about [ProNavigator](#), our embedded AI assistant for instant insurance expertise, please visit guidewire.com.

About Lititz Mutual Insurance Company

A property casualty mutual insurance company organized in 1888, Lititz Mutual provides their policyholders with a financially strong, well-managed company with responsive service and insurance products that are fairly priced. The company was founded on the soundest of ideals – thrift, integrity, caring, reliability, quality, fairness and responsibility. Lititz Mutual serves over 70,000 policyholders throughout an 8 state operating footprint.

Lititz Mutual is the flagship of a group of mutual insurance companies which includes Penn Charter Mutual Insurance Company, Farmers' & Mechanics' Mutual Insurance Company and Livingston Mutual Insurance Company. Together, the companies offer a broad offering of personal habitation products supported by small commercial, farm and umbrella coverages.

For more information, visit <https://www.lititzmutual.com/>.

About Guidewire Software

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. More than 570 insurers in 44 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 consulting partner ecosystem. Our marketplace represents the largest partner community in P&C, where customers can access hundreds of applications to accelerate integration, localization, and innovation.

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

Contact:

Albert Lin
Senior Public Relations Manager

Guidewire Software, Inc.
+1.415.205.4214
allin@guidewire.com

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