



Duck Creek  
Technologies

# Duck Creek OnDemand



# There's more to OnDemand than just software in the cloud.

Moving core insurance systems to a SaaS model is no longer a matter of if, but how, and with whom. Not all services are the same. For long-term success, insurers need business-first, end-to-end cloud solutions supported by services and accelerators that let them focus on building new, creative products and strategies - and getting them to market fast.

With Duck Creek OnDemand, our SaaS solution for the P&C insurance industry, you'll get more than just our proven software accessed via the cloud. OnDemand takes the best of SaaS and delivers an advanced solution designed so carriers don't have to compromise on their business priorities to take advantage of this new operational model. Whether you utilize the complete Duck Creek Suite or individual components, you'll get the reliability, security, and support you need to innovate faster and more efficiently.

# OnDemand, at a glance



## End-to-End Solution

All the components and capabilities carriers need to quickly move from concept, development, and implementation to go-live production are included with Duck Creek OnDemand. Continuous management includes easy upgrades to the latest Duck Creek products and automatic circular content (ISO, AAIS, NCCI) updates.



## Protection and Privacy

OnDemand is designed for ultimate business protection and confidentiality. Clients are given their own isolated virtual private computing peer group with dedicated VPN access to their OnDemand solution. Continuous threat monitoring and enterprise-grade security controls ensure that carriers stay protected.

## At a glance



## Change Made Simple

Thanks to codeless configuration, carriers' business users – not teams of developers – can make changes to their products and rules to keep pace with business requirements and pursue market opportunities. OnDemand operations is there to help with initial performance testing, as well as ensuring regression testing and user acceptance is verified. We work with clients to schedule all activities that could impact their live-production applications and end user experiences.



## Availability and Scalability

Our commitment to our clients is backed by Service Level Agreements (SLAs) with options to fit your business' need for around-the-clock availability, disaster recovery, and growth in business capacity.



## Accountability

Single, dedicated service managers meet one-on-one with their OnDemand clients every month to review SLA reports and any incident tickets, and collaborate with their clients to share schedules, new releases, and business operational goals. The Duck Creek OnDemand support team directly triages any critical incidents from operations, code, and integrations, automatically updating clients and service managers until the issues are resolved.



## Easy Integrations

Duck Creek's Anywhere Managed Integrations (optional) provide out-of-the-box, pre-built connections to popular third-party data and service solutions such as geolocation, MVR lookups, data pre-fill, e-signature, analytics, and more. Duck Creek provides full management and maintenance of these integrations as part of our complete OnDemand solution.

# OnDemand, in detail

## Duck Creek OnDemand delivers more than just our best-in-class software.

Comprehensive and configurable. Integrated and scalable. Always current and accessible. You work with the best products and people, all aligned to help your business achieve competitive advantage with a proven delivery model backed by service from dedicated OnDemand experts.

## Thrive in the cloud

A one size fits all solution no longer works. Today, systems need to be flexible to accommodate multiple user types and evolving customer demands. Going digital or going mobile is only the starting point.

To ensure your next insurance technology solution is your last system, it needs to be future-proof. The Duck Creek Suite enables true codeless configuration built on web-enabled, service-oriented, event-based architecture that can support insurers of all sizes, whatever new innovations may come along.

With Duck Creek OnDemand, you're ready to capitalize on all the benefits—scalability, off-the-shelf functionality, real-time information, regular updates, and reduced infrastructure expenses—that will propel your business forward, today and tomorrow.

## Duck Creek OnDemand



## Service excellence

Deploying a SaaS platform with a trusted partner ensures you leverage the best technology available, while retaining control. We offer:

- > Defined service level agreements that are designed to meet or exceed an insurer's needs
- > Highly available service and rapid disaster recovery of back-end claims processing for always-on access
- > Regular software upgrades to keep your investment current with the latest functionality
- > Self-sufficiency options that let you control configuration and system changes—product definitions, workflows, tasks, and business processes

## Technology Excellence

At the heart of our software is a powerful tool designed for your users. Combining the latest technology and a laser focus on the customer ensures you offer the best service possible. From development and performance to user experience and customer support, our team is dedicated to building software that continues your success.

An integral part of our software is a dynamic insurance product definition and configuration toolset. Designed to let your business users define and

maintain insurance products without tapping into valuable IT resources.

Key functionality:

- > Centralized management offers more payment options, streamlines processes, improves collection rates and facilitates consistency across the enterprise
- > Single point of change enables updates to be completed once and reflected throughout integrated systems
- > One-click summary displays customer account information in a single location, providing easy access to policy details when responding to billing inquiries
- > Advanced reporting capabilities allow businesses to define and measure their financial views in a customized, efficient manner

## Access information anywhere, any way

Through our Duck Creek Anywhere technology framework, third-party systems can easily query our product definitions and use the information to drive processing within their applications. When new technologies come along, you'll be able to quickly connect to them and share information.

Extending this capability beyond our software to integrated third-party systems helps you manage maintenance costs and adopt new technologies at the speed of business. Enabling our global alliance partners to pre-integrate and access our product definitions provides your business with immediate and tangible benefits.

- > Transform user-facing systems quickly and easily
- > Improve the customer experience and satisfaction of all software users
- > Reduce costs by streamlining implementation and eliminating dual-system maintenance
- > Grow your business by rapidly delivering new and changed products anywhere and any way

## In detail

## Manage projects effectively

Our integrated project management capabilities let your team collaborate efficiently to:

- > Model product and rate change impacts on your active book of business
- > Modify products and route approvals through our customizable workflows
- > Preview and publish product documentation through an enhanced product view summary
- > Use wizard features and tools to create and maintain products from planning to automated regression testing

## Test automation simplified

The Duck Creek Test Automation Center is a robust and reliable platform for building automated test scripts for our software. It supports a wide range of browser technologies and is designed for business users with a range of technical experience and knowledge to create high-quality automated test scripts. Through our testing tool, your team can conduct rapid validation that expedites delivery of new or changed products from development to production.



We chose Duck Creek because it is an industry-leading solution that will bring significant value to our strategic objectives.

Mobilizing the Duck Creek platform in a cloud-based environment will help us reduce our infrastructure operating expenses while enabling us to focus on providing competitive products and services to meet the needs of our customers and stakeholders.



**JIM P. LEE**  
**Chief Information Officer**  
 Pacific Specialty Insurance  
 Company



## Integration Duck Creek Suite: Power through choice

The Duck Creek Platform gives you rich functionality and the agility required to be successful. It underpins an integrated Suite comprised of Billing, Claims, Policy, Rating, Digital Engagement, Industry Content, and data Insights solutions that can be employed stand-alone or via a combined approach to manage all aspects of the insurance lifecycle. Built on web-enabled, service-oriented, event-based architecture, our Suite can support insurers of all sizes, whatever new innovations may come along.

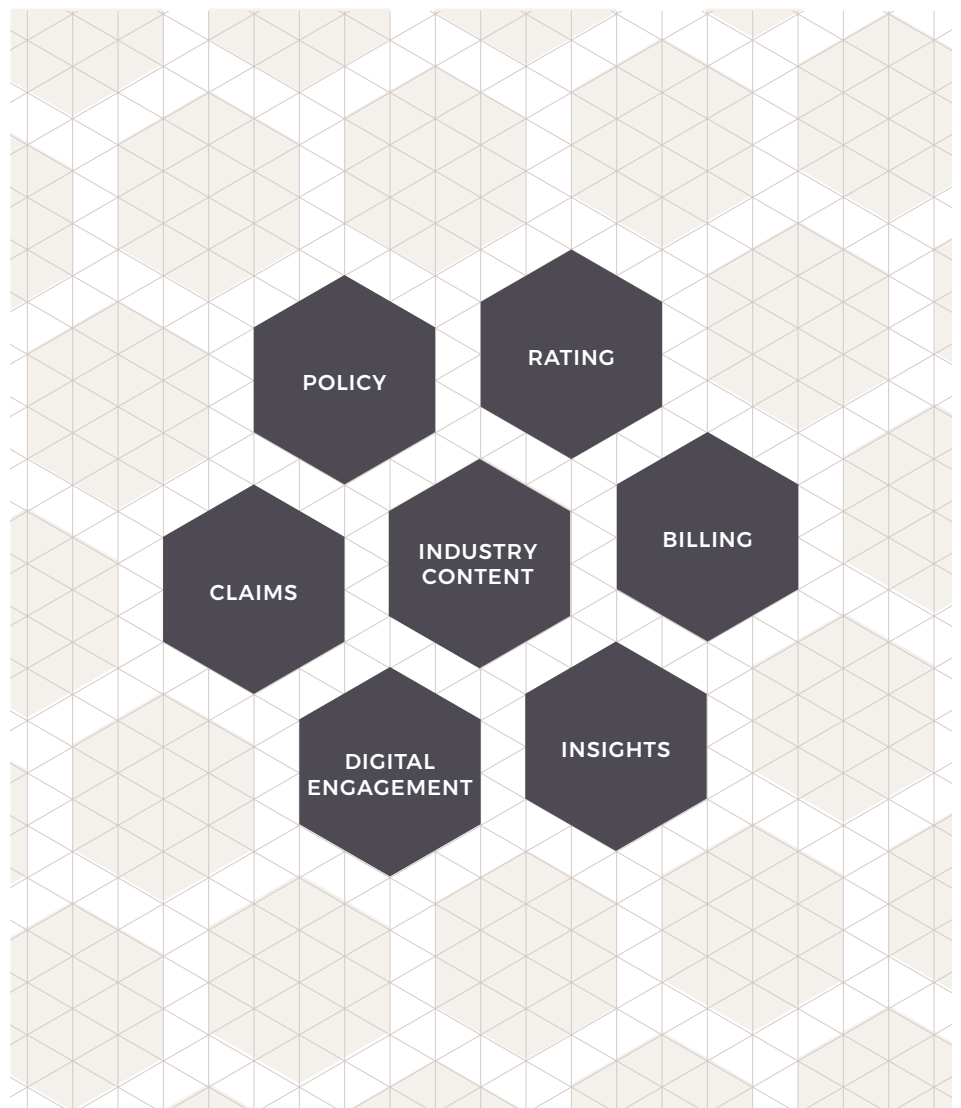
This configurable, scalable, and upgradable suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your digital transformation forward. As the marketplace evolves, our suite allows you to respond quickly to capitalize on new opportunities whenever available.

Our unified global enterprise Platform is designed to:

- > Reduce risk and cost
- > Make implementation, maintenance, and upgrades easier

- > Facilitate business improvement across the insurance lifecycle

From a 360-degree view of each customer, to omni-channel capabilities, to delivering enhanced multi-language options and geographic support, we have solutions to meet your needs.





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#### ABOUT DUCK CREEK

We are Duck Creek.

We give insurers a genuine path to the future with advanced technology grounded in decades of industry expertise, responsive to the unique challenges of each carrier, and shaped by the day-to-day of human behavior.

We believe that technology should empower ingenuity, rather than replace it. Our solutions are inspired by scenarios, not screens, to accommodate variability and make room for creativity. We strive for outcomes that are immediately felt and need little explanation—where highly customized environments flow seamlessly into how you think and work, and deep technical complexity is experienced as a moment of radical simplicity.

We are sustained by a persistent curiosity that isn't afraid to challenge the norms of this industry, that believes the vision for tomorrow need not be tied to the legacy of today, and it is our job to get you there a little sooner.

We are in the business of technology, but we also know that technology is a means to a bigger, more hopeful purpose—to incubate the ideas that will make carriers faster, smarter, and stronger; to enable people to realize their full potential; and to insure the possible, today and tomorrow.

#### CONTACT US

North America

+1 888 724 3509

United Kingdom, Ireland, Europe,  
Latin America and South Africa

+44 (0) 20 7844 4000

Asia Pacific, Australia and New  
Zealand

+61 (2) 9005 5000

#### VISIT

[www.duckcreek.com](http://www.duckcreek.com)