



Duck Creek
Technologies

Duck Creek OnDemand



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

Moving core insurance systems to a software-as-a-service 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 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.



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 add-ons) 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 scalable. Always current. Work with the best solutions and people, all aligned to help your business achieve competitive advantage with a proven delivery model backed by service from dedicated OnDemand experts.

Excellence by design

A one-size-fits-all solution no longer works. Today, systems need the flexibility to accommodate multiple user types and evolving customer demands. Going digital or going mobile is only the start of true business transformation.

To ensure the longevity of your next core systems investment, the technology needs to be future-ready. The Duck Creek Platform enables true codeless configuration thanks to web-enabled, service-oriented, event-based architecture built for insurers of all sizes, whatever new innovations may come along.

With Duck Creek OnDemand, you can capitalize on all the benefits - scalability, security, off-the-shelf functionality, regular updates, and scaled operational expenses as you grow - that will propel your business forward, today and tomorrow.

Duck Creek OnDemand



Service excellence

Our SaaS solution is designed to provide the best services and technology available, while you retain control of your business. You'll get:

- > Service level agreements (SLAs) and choices to meet insurers' varying needs
- > Software and content updates and upgrades are managed for you, on your schedule, bringing fresh functionality and innovation
- > Operational support that provides performance management, including verifying change conflicts, running automated test scripts, and database tuning
- > Incident management that triages across configurations, products, integrations, and infrastructure, tapping into Duck Creek operational experts for quick resolution

Technology excellence

At the heart of our Platform is a powerful toolset designed for non-technical users. Combining the latest technology and a laser focus on customer-centricity lets you offer the best service possible. From development and testing to user experience and client support, our team is dedicated to building solutions that power your continued success.

Integral to our software is a dynamic set of insurance product definition and configuration tools,

designed to let your business users define and maintain your insurance products without tapping into valuable IT resources.

Key Platform functionality:

- > Centralized management offers more payment options, streamlines processes, improves collection rates, and facilitates consistency across the enterprise
- > Single-point-of-change allows updates to be completed once and reflected throughout all integrated components
- > 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 that information to drive processing within their applications. When new technologies come along, you'll be able to quickly connect with them to share information.

Extending this capability beyond our software to optional, add-on 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, tangible benefits:

- > Transform user-facing systems quickly and easily
- > Improve customer experience and satisfaction for all internal and external users
- > Grow your business by rapidly delivering new and changed products anywhere, any way, and at any time

Manage projects effectively

Our software's 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

Simplify Test Automation

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. Clients maintain their own scripts, and OnDemand Operations can run these scripts as a validation.



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

Working with us

A Trusted Partner

Yes, we're a technology company, but it's the knowledge and experience of our team that truly sets us apart - no matter where you need support.

01

Experienced Team

Our Professional Services team is committed to working with you at every step to ensure your project is completed effectively and efficiently. Key configuration and integration success comes from our specialized methodology, focused on iterative development and product quality refined through years of continuous improvement.

02

Customer Experience

Our OnDemand Support Team, with a dedicated service manager for each client, oversees each relationship. From initial contact through implementation and beyond, the primary focus of this team is supporting your success.

03

Solution Center

Our user-friendly online resource provides access to real-time documentation - including release notes, implementation instructions, and user guides - for all software across the Duck Creek Suite.

Duck Creek OnDemand

04

Duck Creek University

High quality, consistent, and proven training. We have instructor-led courses and more than 300 web-based courses for targeted users and functions.

05

Partner Ecosystem

A strong and growing global network of delivery, solution, and technology partners with certified and experienced resources to provide choice and support throughout the insurance software lifecycle.

Delivery

With Duck Creek OnDemand, staying current has never been easier

Accessing Duck Creek applications is even easier through our software-as-a-service solution. Duck Creek OnDemand is a powerful choice that offers:

- > Dedicated operational support
- > Predictable costs that are aligned to usage
- > Automatic and timely software upgrades with minimal business interruptions

Need more than a one-size-fits-all solution?

The choice is up to you: stand-alone applications or our entire Suite are available via Duck Creek OnDemand. Our software works via any Internet-enabled channel, technology, or device.

With Duck Creek OnDemand, our team enhances, supports, and hosts the software needed to run your business, which enables you to redirect IT resources to focus on other initiatives. From new quote to renewal, collections, and claims service, we deliver the solution and service our clients trust and value.

The 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.

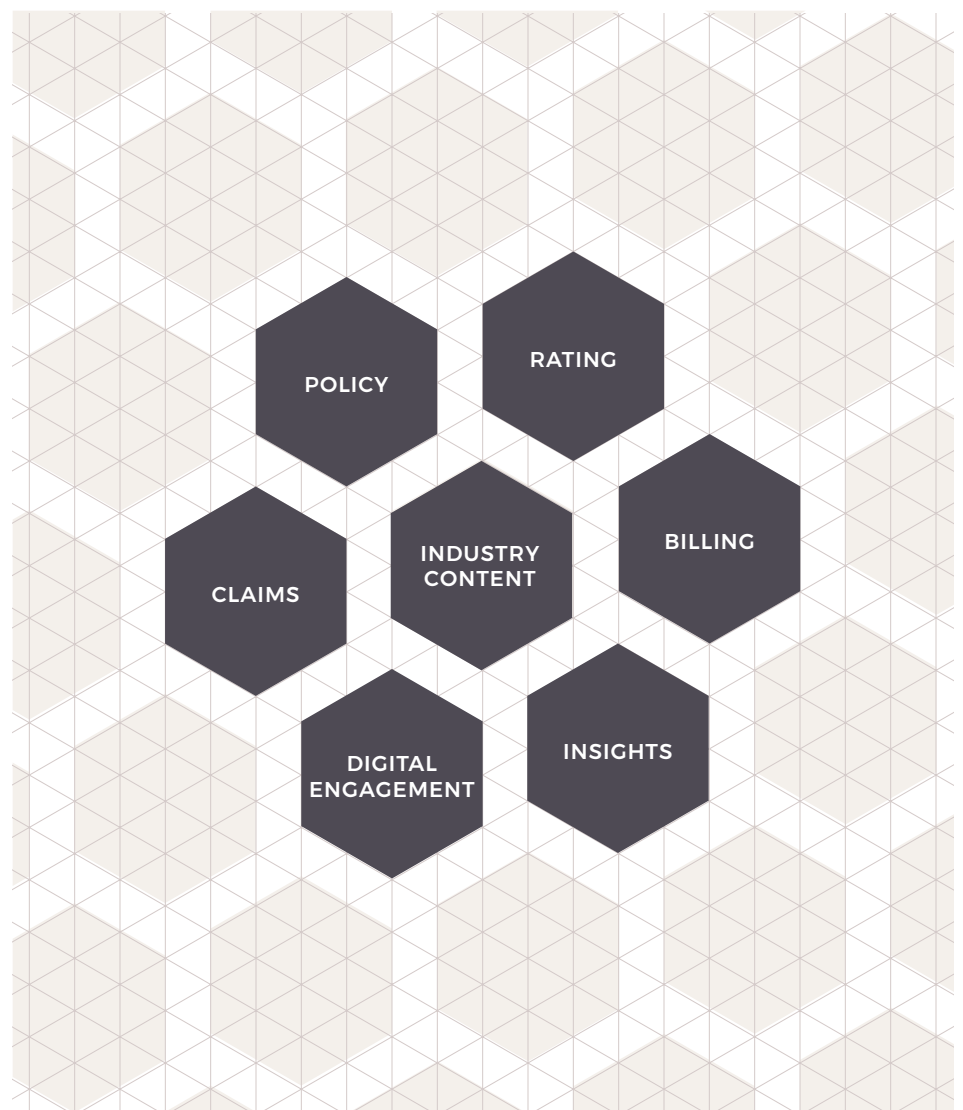
This configurable, scalable, and upgradable suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your digital transformation 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 and faster

- > 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