Duck Creek
Policy
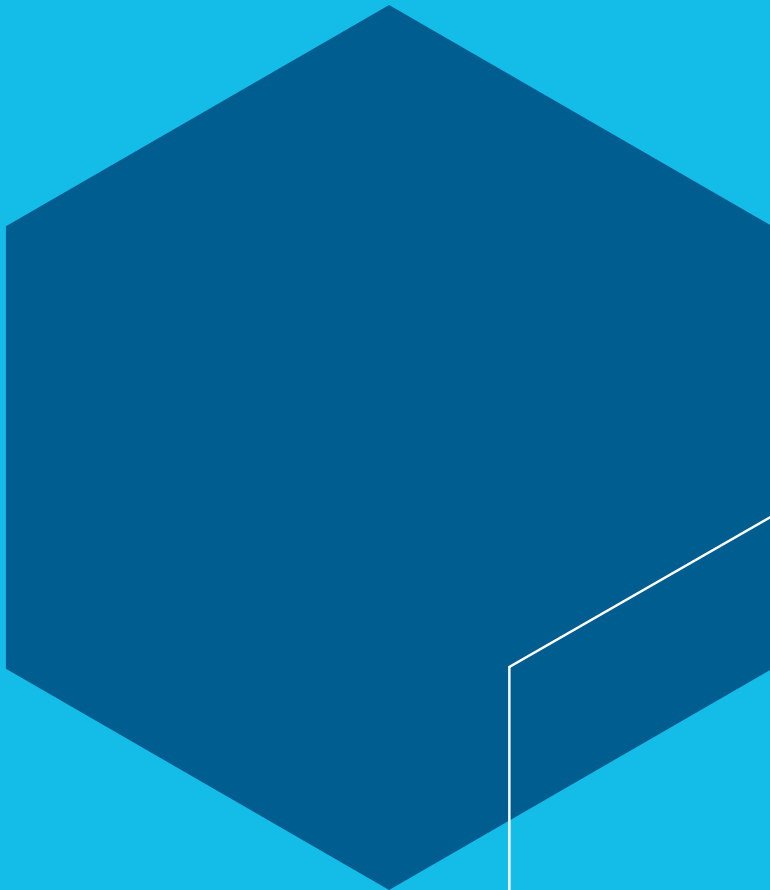
Duck Creek
Technologies

Is it time for a single policy system that actually makes work easier?

Policy administration systems are the heart of insurance companies—the nerve center for new business and customer satisfaction.

Today's accelerated business and rising customer expectations have put huge pressure on these P&C workhorses. To win and keep today's customer and be able to scale quickly requires a single, broad, highly-flexible policy system—one that can get you to market quickly, respond to market changes and opportunities, and reduce product development and maintenance costs.

Duck Creek Policy lets you quickly, easily and intuitively manage the entire policy lifecycle from quote to bind to issue—as well as administer amendments, endorsements, renewals and cancellations.

The result? Better product quality, increased operational efficiencies, and the service your customers require.

Policy, at a glance

Easily design new products for all lines of business. Includes more than 6,000 unique combinations of commercial line templates

Improved Customer Satisfaction

Meet self-service demands by configuring customized, multi-channel support for customers, agents, brokers and other third-party entities.

Reduced Operating Costs and Improved Efficiency

Lower underwriting costs with referral management, straight-through processing, and highly-flexible pricing and underwriting models that span all lines of business and operational needs.

Regulatory Compliance

Pre-configured ISO and NCCI product definitions provide off-the-shelf availability to a comprehensive library of product content including over 10,000 ISO/NCCI policy forms.

Faster Testing, Deployment and Changes

Respond quickly and lower implementation costs for product deployment with a single point of change for rating, rule, form and page modifications.

Extensive Management of Customer Information

Advanced data management makes it easy to share information and build new quotes faster.
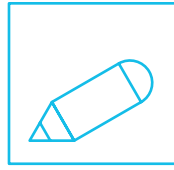
Policy, in detail

❝

The ability to configure the platform to deliver unique features of our own design is a significant benefit, and will help us to continue to provide better customer service as we grow our small and medium enterprise business.

❞

ADAM WARWICK
Director, Business Change and IT
Zurich UK General Insurance

Fast and efficient rating for all lines

Duck Creek Rating provides a flexible, scalable product configuration and quoting capability that lets your business realize new revenue opportunities, increase speed to market, and reduce product development cost. This rating engine's user-friendly design, 'what if' scenario modeling, and single point of change is managed through configuration, not coding. Quickly remove barriers to market expansion by:

> Supporting all lines of business

> Accelerating changes and approvals

> Refocusing IT workloads on innovation

> Driving product standardization and consistency

Improve underwriting efficiency

Our policy software supports streamlined data capture and makes it available for rating and underwriting rules. Routine policies process automatically, underwriters only see exceptions in their queues.

Our rules engine helps you flag common issues and automatically generate follow-up tasks. Configure rules based on the experience of your underwriters.

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 supports 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 through 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

Through Duck Creek Anywhere technology framework, third-party systems can easily access 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.

This pre-integration with our global alliance partners' systems allows clients to manage maintenance costs and to adopt new technologies quickly. Duck Creek provides your business with immediately tangible benefits.

> Transform user-facing systems quickly and easily

> Improve the customer experience and overall satisfaction of all software users

> Reduce costs by streamlining implementation and eliminating dual-system maintenance

> Grow your business by delivering new and changed products quickly

Manage projects effectively

Our integrated project management capabilities let your team collaborate efficiently. They can:

> 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 Duck Creek software. It supports a wide range of browser technologies and is designed for business users with limited technical 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.

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Duck Creek's software is allowing us to transform the cost effectiveness and agility of our IT systems. We can operate more efficiently, respond more quickly to shifts in the marketplace, and make better use of information.

99

TRACEY BERG
Senior Vice President &
Chief Information Officer
West Bend Mutual Insurance Company

Working with us

Implementation

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 implementation is completed effectively and efficiently. Key system deployment success is our specialized methodology that focuses on iterative development and product quality that has been refined through years of continuous improvement.

02

Customer Experience

A dedicated Customer Success Team oversees each relationship and ensures satisfaction From initial contact through implementation and beyond, the primary focus of this team is to support 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.

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 Billing is even easier through our software as a service model. Duck Creek OnDemand is a powerful choice that offers:

> Quicker implementation

> Predictable costs that are aligned to usage

> Automatic and timely software upgrades with minimal business interruptions

> Real-time information from any Internet-enabled channel or device

> Quick response to changing business requirements through immediate access to Duck Creek software

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

The choice is up to you: stand-alone software or our entire suite available through Duck Creek OnDemand. No matter what you select, our software will work via any Internet-enabled channel, technology or device.

With Duck Creek OnDemand, our team enhances 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 our partners trust and value.

Integration
Duck Creek Suite: Power through choice

The Duck Creek solution gives you rich functionality and the agility required to be successful. It's an integrated platform comprised of billing, claims, policy, rating, digital engagement, and data insights software that can be implemented independently or via a combined approach to manage all aspects of the insurance lifecycle. Built on web-enabled, service-oriented, event-based architecture with off the shelf functionality, our suite can support insurers of all sizes, whatever new innovations may come along.
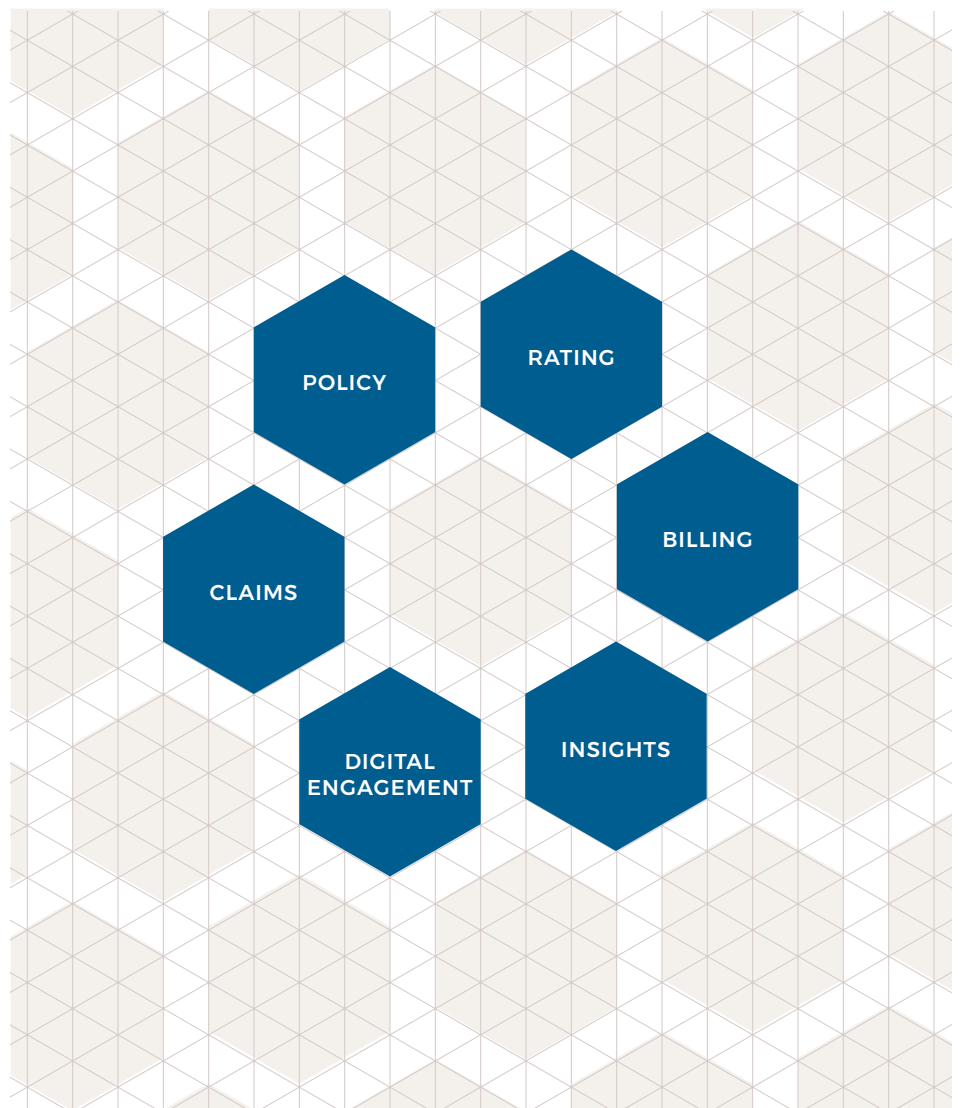
This configurable, scalable, and upgradable suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your software transformation forward. As the marketplace evolves, our suite allows you to respond quickly to capitalize on the new opportunities when available.

Our unified global enterprise platform is designed to:

> Reduce risk and cost

> Make implementation, maintenance, and upgrades easier

> Facilitate business improvement throughout 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've got the software 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.

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