Duck Creek
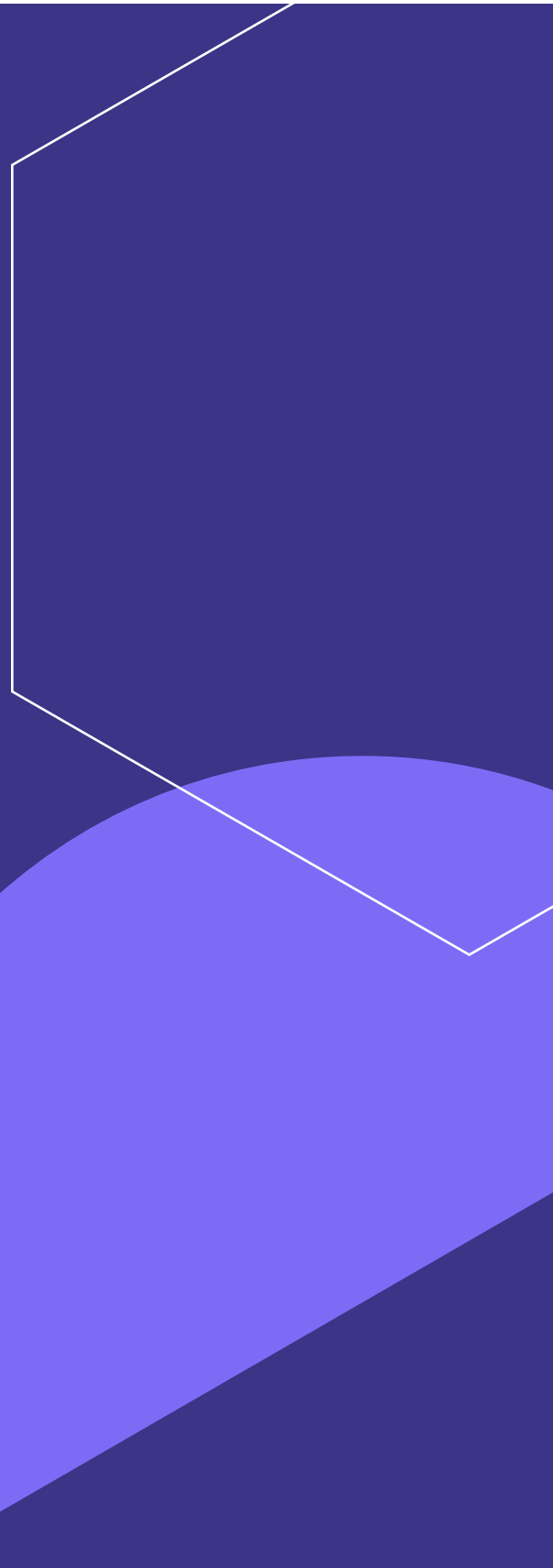## Suite

Outperform today's demands, and build for tomorrow

From telematics to big data to exceptional customer service, property and casualty (P&C) insurers are incorporating digital technology into their organization. Duck Creek's suite of software provides the modern features and functionality needed to support your business transformation and give you a competitive advantage

Every business faces the same challenges—do more with less while meeting the ever-changing needs of customers and the marketplace. P&C insurers are no exception. What the next big idea will be is unknown, so to be ready for it, you need to invest in a modern technology solution focused on your future.

Duck Creek's integrated property and casualty suite offers modern, functionality-rich software to help your business achieve a competitive advantage.

By selecting a suite of software that is configurable, scalable, and upgradable, from a company that has the industry expertise and the proven track record, you will be able to focus fully on your business.

Suite, at a glance

Built to outperform... not overrun

One integrated suite, four powerful solutions. Duck Creek's suite is comprised of billing, claims, policy and rating software. Any of which can be bought individually, in any combo, or as a full suite to bring value to your organization.

Rating takes the complexity out of modeling and implementing rate changes.

> Model 'what if' scenarios on your book of business

> Use product configuration to build your filing documentation

> Manage rating through configuration, not coding; enables faster processing—more than 750,000 quotes per day

With our industry-leading rating engine, you'll be able to remove the barriers to market expansion by enabling rapid deployment of new products and increasing quote capabilities.

Billing turns a back-office function into a customer centric solution.

> Generate a single bill for multiple lines of business that includes all receivables—premiums and claims deductibles

> View a billing summary on the front page with answers to frequent customer questions

> Scalable with support for high-volume processing at high speed—more than 700,000 invoices per hour
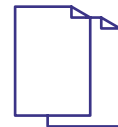
Our billing software will help you improve operations by giving your customers more payment plan and type options and simplifying your receivables.

Policy manages your entire policy lifecycle and respond to new product demands.

> Accurate rating based on your rules

> Configurable for any distribution channel, as part of an existing portal or as an online quoting and servicing system

> Easily design new products for all lines of business— includes over 6,000 unique combinations of commercial line templates

We put the power in your hands. With our policy software you can leverage our proprietary pre-defined business definitions or create your own.

Claims gives everyone involved in claim processing access to the same file and information.

> Go digital with our Mobile Field Adjuster and FNOL Anywhere apps to streamline claims handling and make loss reporting seamless

> Dynamic workflow and push notifications alert claim processors to critical information and changing priorities

> Robust software capable of handling over 17,000 concurrent users and processing more than 4,000 claims per hour

Whether it is speed, accuracy or customer satisfaction, our claims software delivers the results your business demands.

Suite, in detail

We've got the products and the people to deliver the right solution for your business

The Duck Creek Suite has off-the-shelf functionality that is built on web-enabled, service-oriented, event-based architecture, which can support insurers of all sizes, whatever new innovations may come along.

Implementing two or more Duck Creek products unlocks our "Suite Advantage" which provides optimal benefits needed to manage your business, reduce risk and costs, and respond quickly to capitalize on changes in the marketplace.

> Automated, rules-based alerts and tasks to improve efficiency

> High-volume, high-speed processing to expedite workload for insurers, large and small

> Powerful insurance software product definition and configuration toolset lets business users define and maintain insurance products without tapping into valuable IT resources

And with transparent costs and no hidden fees, we provide the price certainty needed to move your software transformation forward.

Insurance software is our business

Through a culture of continuous product development excellence, we apply the latest technology with a customer-centric focus on quality so you can provide the best service to your customers. From development to the user experience, our team is dedicated to building software that supports your success. Key innovations applicable across the suite include:

> Customer Centricity with Party 360 creates a common party repository for all customer information from Duck Creek or integrated third-party systems. Offering a 360-degree view of each customer enables better information sharing for more personalized customer interactions.

> Omni-Channel enabled by Duck Creek Anywhere allows sales and service processes to create a single point of change that can be accessed through the customer's preferred channel. Customers can use one or multiple channels or devices to interact with insurers, regardless of location or process.

> Expanded Global Reach delivers additional regional and worldwide flexibility with enhanced multi-language options and geographic support.

Greater Volume Faster

Duck Creek Billing improves core operating performance by providing faster responses to inquiries, running significantly higher volume workflows when needed, and managing processes more efficiently through automation and defined business rules.

Duck Creek Billing gives you the flexibility and scalability needed to respond to business demands. Field-tested with insurers of all sizes, our software can handle high-volume processing as easily as routine volume levels—it's ready when you need the speed and capacity.

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

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.

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With Duck Creek, we found the right team and the right software that was truly configurable, scalable and able to meet our needs as we continue to grow.

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ERIC CROCKETT
Vice President of IT
Coverys

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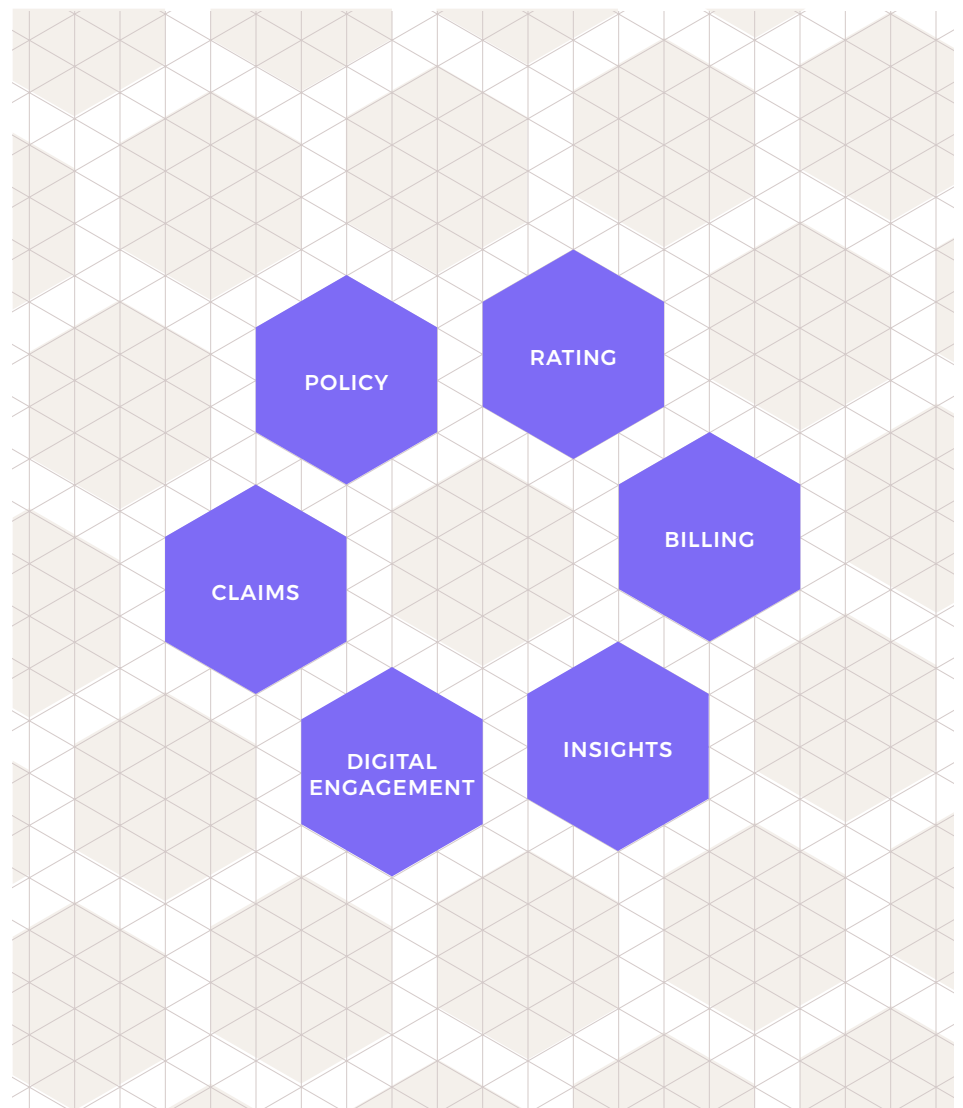
This configurable, scalable, and upgradable suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your software transformation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

POLICY

RATING

CLAIMS

BILLING

DIGITAL ENGAGEMENT

INSIGHTS

Duck Creek
Technologies

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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