Duck Creek
Distribution
Management

Your agents and brokers should fuel your bottom line – not drain your resources

The agents and brokers who bring in and retain your customers contribute enormous value to your continued growth. The longer it takes to set them up with the tools they need to succeed – and the longer it takes you to ensure that you are working with the best representatives for your organization – the more time and resources you expend on processes that needlessly consume your valuable time.

Working at the modern speed of business means that any time spent on manual processes is time lost on developing business. Efficiencies in every aspect of your distribution network are key to increasing profitability as quickly as possible.

Duck Creek Distribution Management enables insurers to automate historically onerous tasks like ensuring licensure compliance, compensation management, and producer onboarding.
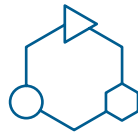
Stop wasting time on paperwork and manual processes – and get your agents and brokers to work building your book of business with minimal effort.

Spend your time where it offers the most value – innovating and focusing on customer service. Make hands-on producer channel oversight a thing of the past with Duck Creek Distribution Management.
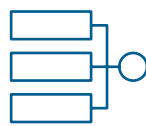
Distribution Management, at a glance

Duck Creek Distribution Management gives P&C carriers the ability to customize processes related to their sales channels, automate most activities, and make changes on the fly with simple, easy configurations.

Get new agents and brokers producing results quickly and efficiently

Onboarding new producers takes time that your employees could otherwise spend on initiatives that add value for years to come – and time your agents and brokers could spend increasing your bottom line. With Duck Creek Distribution Management, key onboarding activities are handled automatically, saving your organization valuable time and getting your producers up to speed as soon as possible.

Onboard the right producers with speed and confidence

Duck Creek Distribution Management takes uncertainty and labor-intensive manual processes out of the picture, automating licensure compliance (leveraging industry standards like NIPR) and even letting your staff order background checks on all of your potential producers. Take inflexible compensation systems, keying and re-keying data by hand, and inefficient channel-building processes out of the picture.

Handle new and intricate compensation structures with ease

Duck Creek Distribution Management removes roadblocks to non-traditional compensation structures, letting carriers choose when and how their producers get paid – and alter those structures at any time with simple configurations.

Make hands-on producer channel oversight a thing of the past

Stop wasting time on paperwork and manual processes – and get your agents and brokers to work building your book of business with minimal effort.

Distribution Management, in detail

Speed. Security. Simplicity.

Inefficient management of P&C distribution channels can be expensive and time-consuming. Entering ever-changing producer data in multiple systems and keeping track of licensing, commissions, regional regulations, and background checks can be difficult to track - and makes estimating nearly impossible. Duck Creek Distribution Management automates most sales channel activities, letting carriers customize processes and make changes on the fly with simple, easy configurations. This solution covers three functional areas:
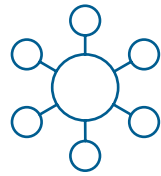
Compensation

Key functionality:

> **Commission schedules**

Tracking and updating the myriad, complex aspects of commission schedules can be easily handled by your internal business users with Duck Creek's intuitive configuration tools. Schedules can be applied at multiple levels, and can be attached to specific transactions such as new business, renewals, or endorsements. And they can be made effective retroactively or at any point in the future.

> **Incentive schedules**

Bonuses and profit-sharing can be configured for any time period, marketing campaign, or profit-sharing program. These can be based on standard criteria or defined on any custom basis desired, can be applied monthly or annually, and can be modified and recalculated at any point the term of a contract. Your producers can monitor their progress, measure themselves against their peers, and eliminate guesswork or confusion with clearly-defined goals.

> **Payment processing**

Duck Creek Distribution Management can interface with the payment systems of your choice on pre-defined schedules, letting you make payments via ACH and deposit them directly into producers' accounts. Bank account information is kept secure under stringent protocols, and only users with appropriate permissions can access it.

> **Performance analysis**

The impact of commission changes can easily be evaluated - and unintended consequences avoided - using "what-if" modeling. Plus, you can monitor your producers' progress on a variety of criteria - including comparing planned written premium against actual production - letting you manage your producers more effectively and prevent surprises for all parties.

> **360-degree data view**

Fully integrated with the Duck Creek Platform, Duck Creek Distribution Management gathers all needed producer data in real time or on whatever schedule you set. When commission and bonus payments are due, Duck Creek Distribution Management automatically gathers necessary data from across the Duck Creek Suite (and can do so from third-party systems as well) and generates all required output - commission statements, checks and ACH deposits, and reports.

Compliance

Key functionality:

> **Licensing**

Duck Creek Distribution Management automates verification and renewal of producer licenses and reconciles your producers' records with state-specific renewal appointments. Its compliance lifecycle dashboard shows you all you need to ensure that your organization remains compliant with corporate, state, and federal regulations.

> **Training requirements**

Duck Creek Distribution Management's training tools are intuitive and completely secure. They reduce the time your organization's licensing representatives spend getting up to speed on corporate policies and procedures, helping your producers hit the ground running rapidly and easily.

> **Background investigations**

Duck Creek Distribution Management is integrated with leading third-party screening providers to check the backgrounds of agency principals, producers, and other license applicants for credit issues, criminal offenses, and OFAC irregularities; this includes integration with the industry-standard Regulatory Information Retrieval System (RIRS).

> **Education tracking**

Duck Creek Distribution Management lists and tracks your producers' continuing education requirements and the completion of their various programs, courses, and certifications - aligning them with corporate, state, and federal requirements to expedite and maintain compliance.

> **E&O coverage tracking**

Verification of Errors and Omissions coverage is fully automated - including the appropriate liability limits of those coverages - in alignment with your organization's business rules. Renewal dates are automatically tracked to identify expiring policies and send alerts to keep your producers' coverage constant.

Performance management

Key functionality:

> **Proactive management**

Duck Creek Distribution Management gives your organization the tools and insights you need to proactively manage your distribution channel. It also lets you segment your sales channel to selectively communicate important information. And by viewing actual versus planned results, you can establish and foster the relationships that help make your agents more productive.

> **Dashboards**

Easily see, at a glance, the status and history of interactions with any of your producers. Selection options include an interactive map that displays the territories you manage and producers within each. Any related documents can be stored for later reference or follow-up, and any data captured can be included for further analysis.

> **Scorecards**

Real-time scorecards let you monitor your producers' progress toward commission and incentives goals, providing month-to-date, year-to-date, and calendar year information on a variety of data points. Snapshots of results are shown with built-in pie charts, bar charts, and line or scatter graphs - allowing you to easily see who your top performers and underperformers are and take whatever action is appropriate.

> **Forecasting**

Duck Creek Distribution Management contains forecasting tools that show results based on current and historical data. At the highest level, forecasting can be filtered by company, branch, territory, and producer. Critically, these tools define what producers need to generate in order to meet their incentive targets.

> **Reporting**

Duck Creek Distribution Management includes many standard online reports developed through extensive experience and collaboration with insurance carriers themselves. Results can be focused on specific areas through the extensive use of filters, such as lines of business and products, letting you highlight only those areas of special interest to you.

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 comes from our specialized methodology - focused on iterative development and product quality - 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 consulting partners with numerous 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 Distribution Management is even easier through software-as-a-service. Duck Creek OnDemand is a powerful choice that offers:

> Quicker implementation

> Predictable costs that are aligned to usage

> Automatic and timely software upgrades delivered with minimal business interruptions

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

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

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 quotes to renewals, collections, and claims service, we deliver the solutions our partners trust and value.

Integration
The Duck Creek Suite: Power through choice

The Duck Creek Suite gives you rich functionality and the agility required to be successful. It's built on the open, connected Duck Creek Platform and comprised of billing, claims, policy, rating, digital engagement, and data insights software that can be implemented stand-alone 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 supports insurers of all sizes, whatever new innovations may come along.
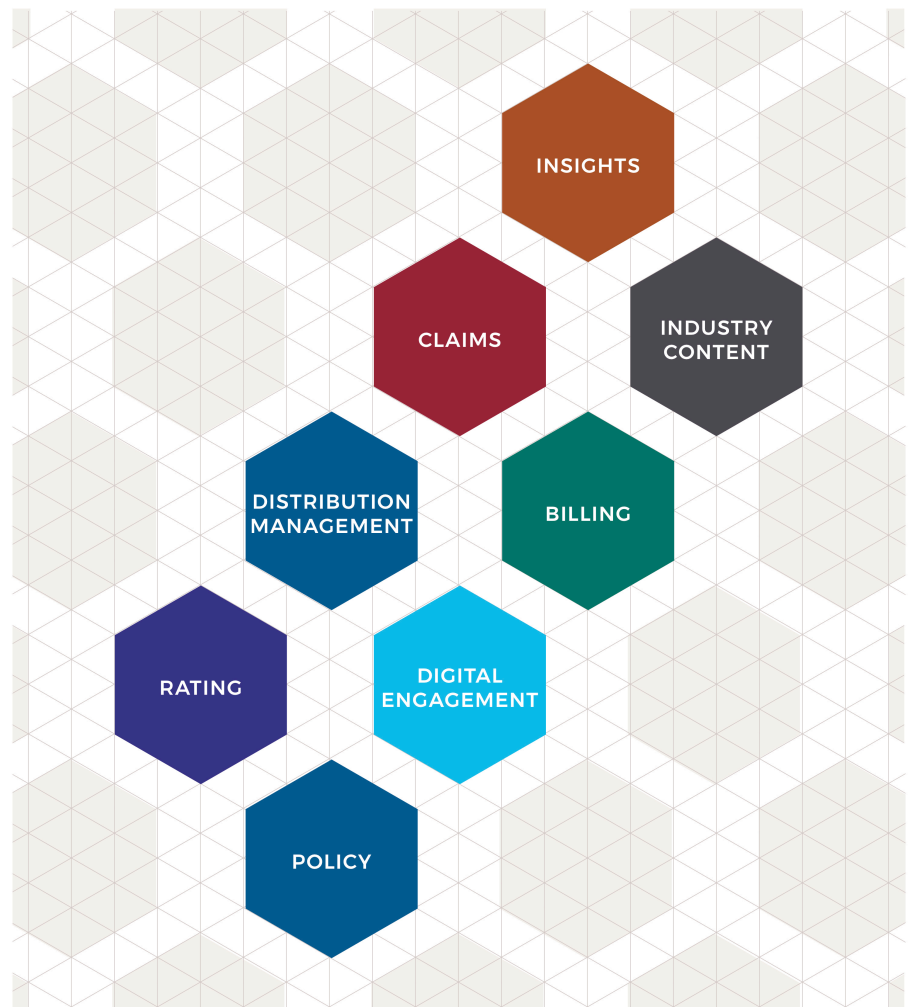
This configurable, scalable, and upgradable Suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your software transformation 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.

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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