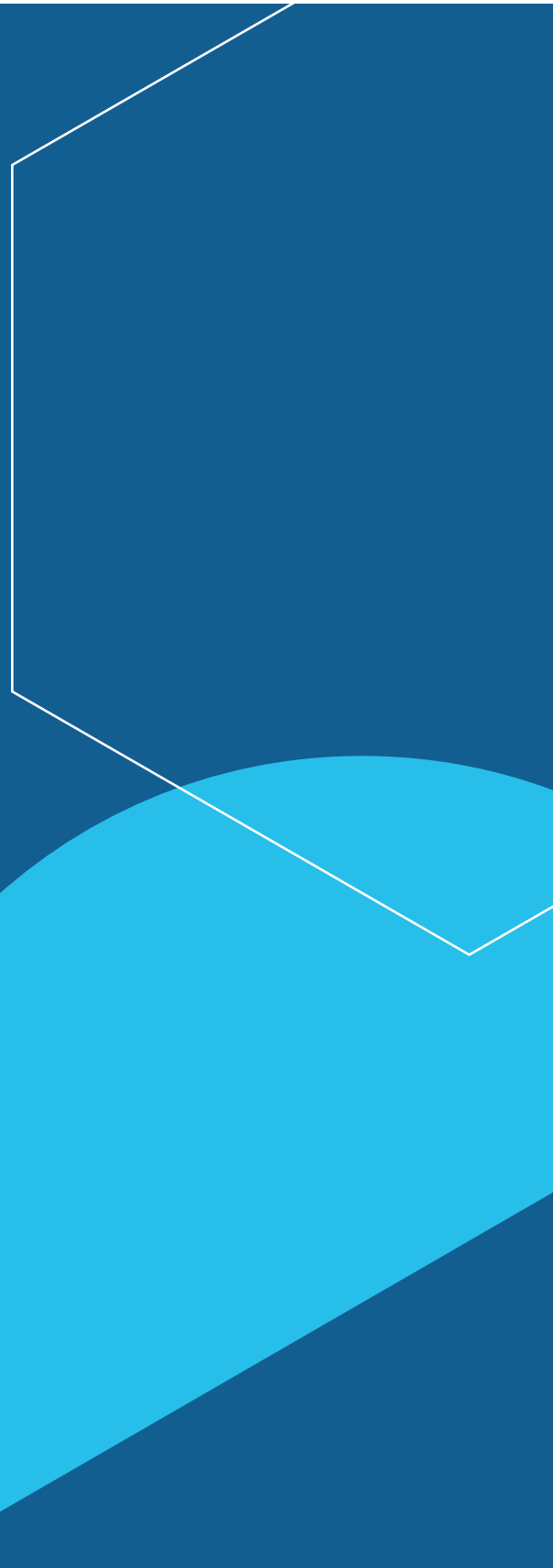




Duck Creek  
Technologies

# Duck Creek Producer



# Modernize the producer experience

## Challenge

Evolving customer expectations, emerging technologies, and disruptive new entrants are putting pressure on both agents and carriers to respond, or risk losing business if these forces are not addressed.

Producers who deal with complex experiences defined by multiple carrier portals or significant manual work are failing to respond to customers in the timely manner that is expected. At the same time, carriers who struggle with inefficient IT delivery processes will be unable to keep up with the market's demands.

For carriers to keep themselves and their producers relevant, they must improve ease of doing business and deliver innovations with speed.

## Solution

Duck Creek Producer enables P&C carriers to deliver genuinely valuable and satisfying experiences that result in more productive and loyal independent agents.

Duck Creek Producer incorporates extensive persona-based research and ACORD-based industry standards into its design, resulting in tools and workflows that are visually appealing, intuitive, and easy to use.

Powered by the Duck Creek Platform, Producer is designed to create operational efficiencies and speed to market with its single point of change capabilities and out-of-the box integrations to agency distribution channel technologies.

**80%** of insurers believe they are not getting the most written premium out of their agents

*IVANS 2019 Annual Agency-Insurer Connectivity Report*

# Producer, at a glance



## Increase the productivity and loyalty of producers

Create a unified experience that is tailor-made for the needs of agents, brokers, and similar intermediaries



## Ensure you participate in every opportunity

Get producers eager to work with you with streamlined workflows that reduce data entry and decrease response times



## Empower producer experience experts

Avoid custom coding projects that delay delivery - and put the ability to drive change into the hands of business experts, not just IT



## Lower your total cost of ownership

Eliminate dual maintenance of agent portals and their underlying product definitions, business rules, and workflows

“For agencies to stay relevant and competitive in this fast-paced, evolving market, agencies are looking for carriers to deploy and support full functioning sales and servicing capabilities that drive operational efficiencies and enables customer satisfaction across all lines of business. Duck Creek Producer is designed specifically for the producer and delivers the digital experience and engagement expected in the digital world we live and operate in today .”

*Deb Smallwood, CEO  
Strategy Meets Action*

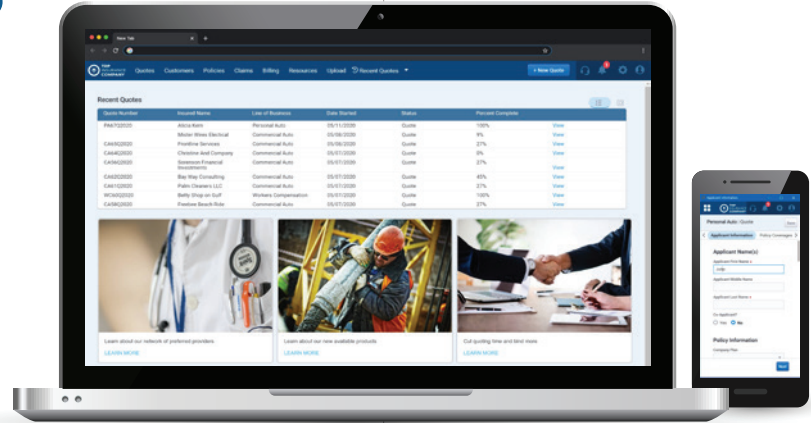
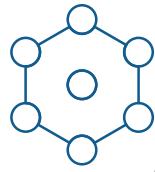
# Producer, in detail

## A modern web portal to meet the needs of producers

Duck Creek Producer enables carriers to offer a single, consistent online experience for interactions such as new business quoting, claim inquiries, and paying bills.

- > Extensive user experience research informs the look and placement of the portal's transaction menus, dashboards, and marketing content placeholders to maximize engagement and ease of use
- > Responsive design enables content to dynamically resize and reorient to best fit the user's preferred device including mobile, tablets, or desktops
- > Any core system, whether it's home-grown or built by Duck Creek or any other vendor, can serve as the back end for transactions and services offered to producers
- > Out-of-the-box content to support new business transactions based on ACORD data standards for personal and commercial lines help you get live quickly
- > Out-of-the-box integrations to leading third-party data services are available for streamlining transactions such as address validation and driver, vehicle, and address prefill

## Duck Creek Producer



## Seamless integrations to producer systems and workflows

Duck Creek Producer creates integrated workflows that streamline new business submissions for agents and data processing for underwriting teams, resulting in less manual work and faster responses.

- > Out-of-the-box bridging with leading agency management systems enables agents to begin workflows in their systems and seamlessly complete them within agent portals without redundant data entry
- > Out-of-the-box bridging between leading comparative raters for delivering quotes in real time
- > Intake of ACORD PDF forms for transformation into XML format for processing submissions within point of sale, CRM, or policy systems
- > Rules-based data quality feature makes corrections to data within the fields in ACORD

submissions to eliminate the most common errors seen in transactions

- > Inbox monitoring tool automatically processes ACORD PDF forms as they arrive

## Built on technology designed for change

Duck Creek Producer leverages the tools, technologies, and common configuration metadata within the Duck Creek Platform to deliver modern producer experiences.

- > Configurations to the look and feel of agent portals can be performed using visual, drag-and-drop tools that don't require coding skills
- > The product definitions, rules, and workflows that a carrier goes to market with only need to be defined once, and can be simultaneously changed for Duck Creek Producer and other underlying other Duck Creek products

# 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.

## At a glance

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.



## ABOUT DUCK CREEK

Duck Creek Technologies is a leading provider of core system solutions to the P&C and General insurance industry. By accessing [Duck Creek OnDemand](#), the company's enterprise Software-as-a-Service solution, insurance carriers are able to navigate uncertainty and capture market opportunities faster than their competitors. Duck Creek's functionally-rich solutions are available on a standalone basis or as a [full suite](#), and all are available via Duck Creek OnDemand. For more information, visit [www.duckcreek.com](http://www.duckcreek.com).

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