

POLICY



duckcreek technologies



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Duck Creek Policy allows you to manage the entire policy lifecycle—from quote to bind to issue, as well as administer amendments, endorsements, renewals and cancellations, we've got you covered.

With the right software, you'll improve product quality, increase operational efficiencies, deliver the service your customers want today, and be prepared to meet the demands of tomorrow.

Look no further. The speed and agility that gives you a competitive advantage is attainable through Duck Creek Policy.

Duck Creek Policy is designed to solve your business problems

With our policy software, you can respond to new product demand in as little as 30 days. By using our single product definition toolset, made accessible to all integrated solutions, you can quickly add or revise products by using our single point of change for rating, rule, form, and page modifications.

Streamline your quote intake process with our proven workflows honed from years of production across multiple insurers, distribution channels and products. Capture only the quick quote data you need to provide customers with indicative pricing in minutes.

Producers and customers also will benefit from the enhanced off-the-shelf functionality that supports new products and mobile quoting, which can be delivered via any technology, any channel, and any device. Through Duck Creek Anywhere, you can deliver the self-service capabilities customers want and the multi-channel support agents, brokers, and any other third-party entities need to easily interact with your company.

You will be able to enhance productivity by placing product definition changes in the hands of the individuals who understand your operations. With minimal training, business users can create and test changes, improving efficiency and reducing cycle times.

With less IT oversight needed for product development, testing and maintenance, you can redirect your resources to focus on initiatives that propel your business forward.

FASTER **PRODUCT DEVELOPMENT**

WITH SINGLE POINT OF CHANGE

Extensive Management of Customer Information

Advanced data management makes it easy to share information and build new quotes faster.

Improve Customer Satisfaction

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

Faster Testing, Deployment and Changes

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

Meet Regulatory Compliance

Pre-configured ISO, AAIS, and NCCI product definitions provide a comprehensive library of product content including over 10,000 policy forms.

Reduce Operating Costs and Improve 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.

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.

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

Easily design new products for all lines of business— includes 6000+ unique combinations of commercial line templates

Technology excellence

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 and performance to the user experience and customer support, our team is dedicated to building software that supports your success.

At the heart of our P&C software is a powerful insurance product definition and configuration toolset. Through this toolset, your business users can define and maintain insurance products without tapping into valuable IT resources.

Access information anywhere and 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 overall 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. They can:

- Model product and rate change impact 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.

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.

Tracey Berg
Senior Vice President and
Chief Information Officer
West Bend Mutual
Insurance Company

With this software, we have used the ability to configure the platform to deliver unique features of our own design, which 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

Insurance software experts with proven implementations ensure customer success

When you choose Duck Creek, you'll have access to highly skilled professionals and resources to guide you, making it easier to do business with us.

- **Experienced Team:** A Professional Services team committed to working with you to ensure your software implementation is completed effectively and efficiently. The key to achieving system deployment success is our specialized methodology that focuses on iterative development and product quality that has been refined through years of continuous improvement.
Applying this field-tested approach, our highly-trained deployment experts use their knowledge of our software and our well-defined accelerators to deliver your specific requirements and configurations.
- **Customer Experience:** A dedicated Customer Success Team to oversee each customer relationship and ensure satisfaction. From initial contact through implementation and beyond, the primary focus of this team is to support your business' success.
- **Solution Center:** An interactive and user-friendly resource that provides access to real-time documentation — including release notes, implementation instructions, and user guides — for all software across the Duck Creek Suite.
- **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.
- **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.

Duck Creek Suite empowers progress through choice

Our P&C suite offers modern, functionality-rich software to help your business achieve high performance. It's an integrated platform composed of billing, claims, policy and rating 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 price certainty needed to move your software transformation forward. The marketplace will continue to evolve, and our suite lets you respond quickly to capitalize on the new opportunities as they become 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 providing a 360-degree view of each customer, to supporting omni-channel capabilities, to delivering enhanced multi-language options and geographic support, we've got the software to fulfill your business needs.

With Duck Creek On-Demand, staying current has never been easier

Accessing our fully-integrated, cloud-enabled suite is even easier through our Software as a Service model. Duck Creek On-Demand is a powerful choice that offers:

- Quicker implementation
- Predictable costs that are aligned to usage
- Automatic and timely software upgrades with minimal business disruptions
- Real-time information availability 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 On-Demand. No matter what you select, our software will work via any Internet-enabled channel, technology or device.

With Duck Creek On-Demand, 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 best solution, anywhere, any way.

Solutions Without Borders

No borders. No limits. No excuses.



About Duck Creek Technologies

Duck Creek Technologies is a leading provider of comprehensive P&C insurance software and services for insurers of all sizes worldwide. Employing progressive technology, Duck Creek solutions enable insurers to optimize outcomes and enhance engagement through advanced digital and data capabilities and integrated functionality that can be delivered via the cloud or on-premise.

For more information, visit www.duckcreek.com.

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