SUITE

duckcreek technologies

duckcreek
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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.

Outperform today's demands, and build for tomorrow

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.

By selecting a suite of software that is configurable, scalable, and upgradable, from a company that has the industry expertise and a proven track record of success, you will be able to focus on your business and not the technology that supports it.

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.

Designed to work independently or via a combined approach, our software delivers the system capabilities 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.

BUILT TO
OUTPERFORM...
NOT OVERRUN

One integrated suite, four powerful solutions

Duck Creek's suite is comprised of billing, claims, policy and rating software that work together as one, each bringing its own proven value to your organization.

DUCK CREEK 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—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.

DUCK CREEK CLAIMS
gives everyone involved in claim processing access to the same file and information.

- Integrated collaboration tools support all of your communication needs
- 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 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.

DUCK CREEK 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 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.

DUCK CREEK RATING
takes the complexity out of modeling and implementing rate changes.

- Support complex and advanced calculations
- 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—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.

Duck Creek Suite

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

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.

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.

Eric Crockett
Vice President of IT
Coverys

We are up and running in every state. It's been widely successful and we look at the Duck Creek partnership as really being our foundation for growth.

Lenny Waldhauser
Vice President
RLI

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.

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.

It's your future. Are you ready?

In today's information economy, priorities change at light speed, and your business needs to be nimble enough to respond. To be able to embrace future innovations, are you confident that your software can grow with your goals?

With the right technology, you'll be able to meet today's marketplace demands and customer service expectations and your business will be ready for whatever innovations are on the horizon, giving you the competitive advantage.

Solutions Without Borders
No borders. No limits. No excuses.

SUITE   BILLING   CLAIMS   POLICY   RATING

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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