CLAIMS

duckcreek technologies

Critical times for customers require exceptional service. Can your claims system deliver?

Customers rely on property and casualty (P&C) insurers to meet their ever-changing needs during a claim. Whether it's the flexibility to initiate and track claims through a customer's preferred communication channel or automation to streamline operations, you need the right software to respond.

Duck Creek Claims allows you to manage the entire claims lifecycle—from first notice of loss to settlement, as well as improve internal operations through streamlined processes and automated reporting, we've got you covered.

With the right software, you can improve operational efficiencies, deliver the service your customers expect today, and be prepared to meet the demands of tomorrow. It's a competitive advantage you can leverage, now and beyond.

Duck Creek Claims is designed to help you focus on your top priority: your customer

Customer service in the event of a loss is often a 'make or break' opportunity for your company. With our modern claims software, you'll have the comprehensive functionality to effectively respond to your customers during this critical time. Developed by claims insurance experts, our proven software lets you deliver the service that can enhance customer loyalty and retention and improve business results.

To ensure your company can address the ever-changing needs and demands of your customers, you'll need software that is flexible and scalable to aptly move from current claim volumes to peak capacity during catastrophes. With Duck Creek Claims, you'll be able to effectively manage the entire claims lifecycle, no matter the volume, so your customers can get back to normalcy as quickly as possible.

To deliver the best service to your customers, our software provides the off-the-shelf functionality that enhances internal processes, which improve efficiencies and reduce cycle time. From intelligent web-based first notice of loss and automated processes to parallel workflows and an innovative claims field adjuster app, we utilize the latest technology that fully supports end-to-end claims management and rapid claims resolution.

And with our extensive system configuration capabilities, you will realize faster time to market for routine system changes with no coding required—even for complex changes—leading to a more nimble claims department. By simplifying and streamlining implementation and maintenance of business rules and workflows, you can redirect your IT professionals to focus on initiatives that propel your business forward.

FASTER
CLAIMS RESOLUTION
WITH END-TO-END MANAGEMENT

Improve Customer Service Flexibility
Communicate and engage customers the way they want to be supported—by phone, email, text or mail.

Make Faster, Analytics-Driven Decisions
Advanced reporting and real-time dashboards distribute data quickly, enabling faster, more informed decisions.

Streamline Operations and Reduce Cycle Times
Automated intelligent processing assigns claim staff, confirms coverage, sets up tasks, and generates correspondence based on information collected at first report.

Reduce Maintenance and System Time and Costs
Utilize advanced codeless configuration capabilities to define business rules that automate claims assignments and create correspondence, drive workflows, generate tasks, initiate system integration requests, and more. Automating routine activities leads to better claims handling, improved customer service, increased productivity and reduced costs.

Customer-centric service begins from the inside

Duck Creek Claims provides the system capabilities you need to respond to any claim scenario, from simple claims to catastrophes. We know that you need to improve claim metrics, reduce costs and enhance the user and customer experience, and our software incorporates the features and functionality to fully support your claims operations.

Key innovations that deliver a differentiated value include:

· Dynamic workflow and push notifications that enable claim processors to react to critical information and changing priorities
· Embedded collaboration tools that let claim staff in multiple locations make key decisions about the resolution of a claim in real time, driving better efficiency
· Claims mobile app that allows field adjusters to access and complete claims information at the loss site, improving productivity and data accuracy while reducing cycle time
· Calendar views that facilitate advanced planning and managing of employees' tasks to include reassigning, completing, and moving tasks to balance workflow and improve overall team efficiency and service to customers

Improve customer service while lowering expenses with automation tools that take the investigation to the point of loss and reduce claim cycle times.

· Advanced claim-handling functionality based on business rules delivers the right claim to the right employee, enables parallel workflows, allows straight-through processing of simple claims, tracks deductibles and limits, and expedites system recovery
· Claim communications delivered via a customer's channel preference—email, phone, text or mail
· System flexibility to support diverse geographies—multi-currencies and multi-languages— to meet global demand

Innovation will continue to influence the claims environment and our claims software will evolve to provide the solutions that add value and support your efforts to deliver exceptional service when your customers need it most.

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

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.

We wanted to work with a company that had the right claims system, the right delivery methods, and an interest in building a long-term relationship.

With Duck Creek, we found a team that is responsive to our needs and continues to enhance their software to meet the changing demands of the industry.

Daniel Pitcher
Chief Operating Officer
Farm Bureau Financial Services' -
property-casualty companies

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.

SUITE   BILLING   CLAIMS   POLICY   RATING
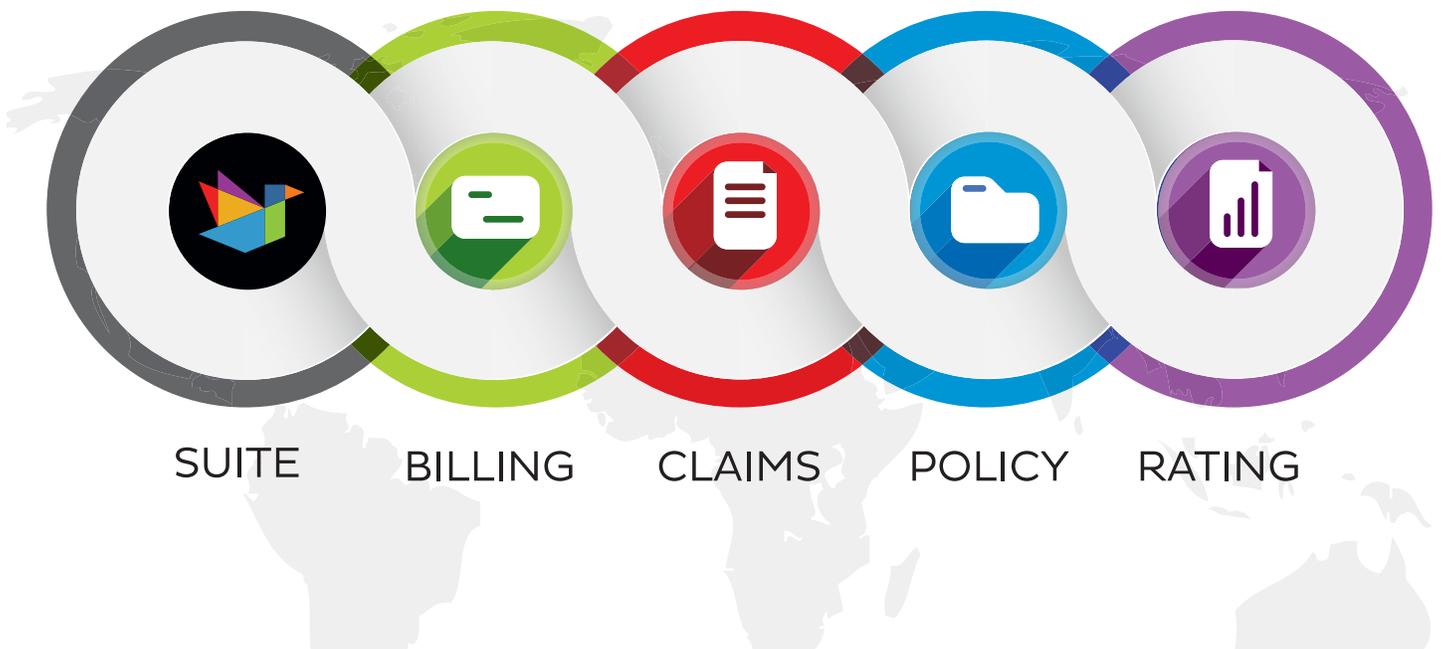
About Duck Creek Technologies

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.

Contact us

North America
+1 866 972 2981

United Kingdom, Ireland, Europe, Latin America and South Africa
+44 (0) 20 7844 4000

Asia Pacific, Australia and New Zealand
+61 (2) 9005 5000

Duck Creek Claims