

ON-DEMAND



duckcreek technologies



duckcreek ON-DEMAND

There's more to Duck Creek On-Demand than just core software in the cloud.

To meet the evolving needs of customers and the industry, insurers are looking beyond their traditional legacy-based systems to modern core systems. But an on-premise system will require resources to maintain and keep your operations current and future-ready with the ability to take advantage of innovations as they become available.

With Duck Creek On-Demand, our differentiated Software as Service model, you'll get more than just our proven software accessed via the cloud. Operating on Duck Creek software enables you to improve operational efficiencies and increase business agility while simultaneously enhancing your customers' experience. Whether you utilize the complete suite or individual software, you'll have access to the latest data and digital capabilities to manage any core system in the cloud.

INDIVIDUAL INSTANCE

Access to your own instance of Duck Creek software so you can customize your product offering to match market demand.

END-TO-END SOLUTION

Procure an end-to-end SaaS solution provided by a single partner. More than just software, it's an integrated solution that spans infrastructure, software, services and support so you can focus on your business.

EXPERIENCE & EXPERTISE

Work with an experienced team with the industry expertise needed to be ready-to-run. With a proven record of achievements and continued dedication to SaaS, you'll be able to take full advantage of a team that successfully delivers this cloud-enabled solution.

PREDICTABLE COSTS

Receive predictable costs for implementation and delivery based on a pay-for-capacity service model. Additional capacity can be dynamically provided for unpredictable events, such as a catastrophe or other situation, that require high volumes of users and information over a short duration.

KEEP CURRENT

Remain current with the latest releases of software and templates as well as infrastructure enhancements and take immediate advantage of new functionality without the business disruptions typically associated with upgrades.

RESILIENCY & REDUNDANCY

Utilize a resilient solution, with redundant backup and failover mechanisms in place to keep your operations running without interruption, 24x7. Duck Creek On-Demand's robust infrastructure delivers 99.9% availability for seamless operations and uninterrupted service.

HOLISTIC SECURITY

Benefit from a holistic security approach that includes encryption, network threat protection, anti-virus, penetration testing, code and vulnerability scans, third-party firewalls, debug tools and double-factor authentication.

VENDOR ECOSYSTEM

Access a vendor ecosystem which offers pre-built integration with third-party solutions that enable you to reduce production time and implementation costs and remove additional contracting, monitoring and maintenance activities.



MADE TO
THRIVE
IN THE CLOUD...
NOT JUST BE HOSTED IN IT

The 'one size fits all' solution no longer applies. To meet today's expectations, systems need to be flexible enough to accommodate multiple user types and evolving customer demands. Going digital or going mobile is only the starting point.

To ensure your next insurance system is your last system, it needs to be 'future-proof.' The Duck Creek Suite enables true codeless configuration built on web-enabled, service-oriented, event-based architecture that can support insurers of all sizes, whatever new innovations may come along. And Duck Creek On-Demand delivers this solution and so much more.

With Duck Creek On-Demand, you're ready to capitalize on all the benefits—scalability, off-the-shelf functionality, real-time information, regular updates, and reduced infrastructure expenses—that will enable your business to accelerate in unprecedented ways today and well into the future.

Service excellence

Switching to a SaaS implementation with a trusted business partner does not mean that you lose control of your business. In fact, you may find that you have more control and can better plan for business opportunities around your solution. We offer:

- Defined service level agreements that are designed to meet or exceed an insurer's needs
- Highly-available service and rapid disaster recovery of back-end claims processing for 'always on' access
- Regular software upgrades to keep your investment current with the latest functionality
- Self-sufficiency options that let you control your configuration and system changes—product definitions, workflows, tasks, and business processes

Duck Creek On-Demand delivers our best of breed software.

Comprehensive and configurable. Integrated and scalable. Always current and accessible. You work with the best products and people, all aligned to help your business achieve a competitive advantage through a proven cloud solution that is reliable, flexible and predictable.

Trusted leader, proven success

Our team of insurance software experts have a proven track record of successfully delivering our core software—billing, claims, policy and rating—via Duck Creek On-Demand, accessed via the Microsoft Azure cloud platform. With insurers of all sizes fully deployed and operational, and multiple years of experience in cloud development and SaaS delivery, we know the technology and the industry and will apply our experience to assist your company with the best possible outcome.

With our rigorous controls in place to meet security requirements, your data is protected and secure with 'always-on' service that provides redundancy for rapid backup and recovery.

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. The choice is up to you—use one, two or all of our suite available through Duck Creek On-Demand.

Our comprehensive software supports your mobile and cloud-based initiatives, which can facilitate a more nimble work environment and workforce, drive efficiency through collaboration and information-sharing, and allow your business to be more responsive to customer demands.

We also reduce complexity by eliminating the need for you to negotiate terms and manage business relationships with multiple third-party providers. When you choose Duck Creek On-Demand, we manage enhancements, configuration, upgrades, service-level agreements, and hosting services.

Costs and upgrades made simple

Duck Creek On-Demand offers a unique billing approach rooted in simplicity: you pay a fee based on your usage of the software. And you can achieve predictable operating expenses and eliminate capital expenditure for upfront hardware and software. This level of transparency and predictability can only be achieved by leveraging a single provider to deliver an end-to-end solution through a hosted service.

Need more reasons to move to our cloud-based solution? You save time and money with our low-impact implementation and timely updates, with demonstrated outcomes that keep your investment current and secure.

And by transitioning to Duck Creek On-Demand, you can redirect IT resources to other areas of your business—spending less time on supporting software and focusing more time on your insurance business.

To better support our growth initiative, we needed to establish a core insurance IT platform that was configurable, scalable and easy to use.

It had to support a global portfolio and deliver long-term value. The Duck Creek Suite gives us the system functionality we require and the Software as a Service option lets us focus on our insurance business and not on the systems running our operations.

James O. Roser

Chief Information Officer
Berkshire Hathaway Specialty Insurance

We are making significant investments in our technology infrastructure and chose Duck Creek because it is an industry-leading solution that will bring significant value to our strategic objectives.

Mobilizing the Duck Creek platform in a cloud-based environment will afford us the opportunity to leverage the end-to-end capabilities of Duck Creek, reducing our infrastructure operating expenses while enabling us to focus on providing competitive products and services to meet the needs of our customers and stakeholders.

Jim P. Lee
Chief Information Officer
Pacific Specialty Insurance
Company

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 updated products from development to production.

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.



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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