



Ensuring Hassle-free, Smoother Upgrades

Identification and understanding of Duck Creek upgrades and customizations requires estimating effort, and resourcing needs, timelines, and the associated cost. NIIT Technologies, with its domain expertise, Duck Creek experience, and upgrade analysis tools offers customers precise Duck Creek upgrade estimations, ensuring timely implementations.

The Vision

- Insurance companies are in search of solutions that can help them gain agility and operational efficiency to be ahead of their competitors. Whilst the selection of solutions is perceived as the primary challenge, where organizations really struggle is in upgrading solutions at a pace that meets business objectives effectively.
- Choosing the right implementation and support partner becomes extremely critical for the success of the upgrade program in terms of timelines and scope - and its acceptance by the business.

Requirements

Insurance companies need to upgrade their Duck Creek solutions for:

- Better performance
- Enhanced productivity
- Addressing / correcting bugs encountered in prior versions
- Legal and compliance issues that are fixed in the latest version
- Better support due to focus on the current version
- Allowing for continuation of IT enhancements outside of Duck Creek

Version upgrades pose problems for businesses due to unavailability of best practices and right productivity tool sets. Platform upgrade and customization projects require estimating efforts, resourcing needs, timelines, and associated costs. Currently, these estimations are done manually, which results in a lot of errors, such as misunderstanding of client needs, incomplete analysis, improper project planning, etc.



The Process

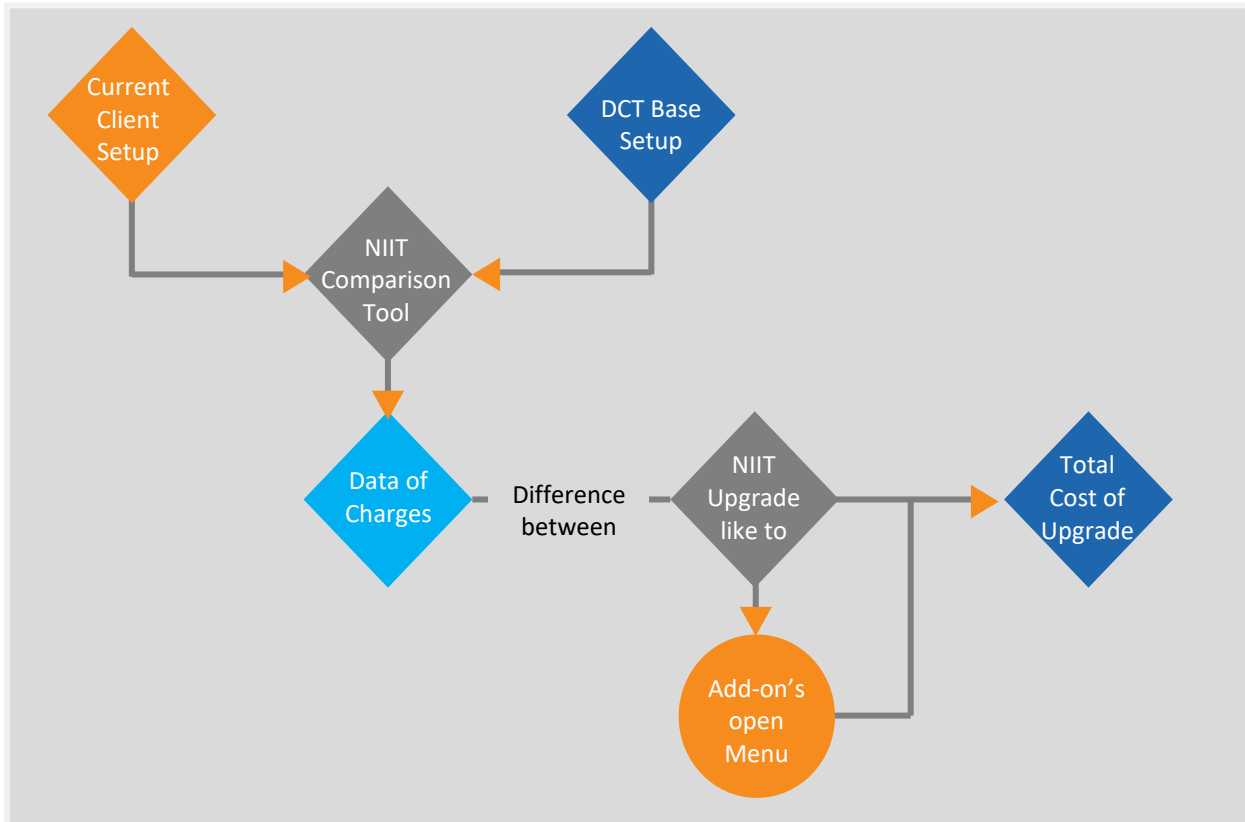
NIIT Technologies has the required resources, expertise, and experience needed in providing effective and efficient Duck Creek upgrade services. With our vast experience, we have developed our Duck Creek Upgrade Analysis Tool to automate the estimation process and deliver accurate project costs and duration estimates.

Duck Creek Upgrade Analysis Tool

- Designed to identify change points between source version and destination version. Change points identified are implemented in the estimation model, which defines duration and cost of upgradation.
- Comparison is done in two ways. First, we analyze changes from base version of source with destination to figure out changes between source and destination, and secondly, we compare against the production version of the source application to figure out all change points.

Estimation Model Offer

- Change points: we input these in our estimation model to provide total estimated effort, provide timelines, resources loading, phases, and cost based on defined rates.
- Model will continue on the basis of total estimated development time, drive effort for various phases / activities (project management, BA, installation and setup, setup of QA / UAT box, functional and UAT testing).
- In the model, we will define various packages for upgrades and will define which package a customer implementation is falling under based on total logical change points.
- This package definition will include duration, number of resources needed, roles needed, and total cost of upgrades



Outcomes

- Competitive advantage with faster migration lifecycles
- Accurate timelines based on logical change points
- Reduction in defect leakage through minimal missed changes
- Better tracking of changes
- Reduced cost through minimal code mining effort
- No budget overruns because of accurate timelines / sizing
- Early identification of missing or deprecated fields



The NIIT Technologies + Duck Creek Advantage

- **Deep insurance domain expertise**
 - Our insurance domain expertise will ensure that you get the maximum business value from your implementation.
- **Extensive Duck Creek experience in:**
 - New implementations, integrations, upgrades, state rollouts, and renewal conversions
 - All versions of Duck Creek applications
- **Global Delivery:**
 - We ensure seamless delivery through our delivery centers spread globally, and we take full responsibility from concept to implementation.

