NIIT technologies
New Ideas, More Value.™

Transformation x Design
Meet the partners. Choose the tools. Build your plan.

Ensuring Successful System Launches

Partners

NIIT Technologies, with right-size Duck Creek testing experts, best-in-class testing framework, and tools for both manual processes and automation, ensures that glitches are identified and rectified before a system goes live.

The Vision

- Insurers need to increase revenue and grow; this is forcing them to reassess existing business models and processes.
- Time to market (TTM) is a critical success factor for new product innovation and launch. First Time Right quality assurance is the key to reduced TTM.
- Insurers move to Duck Creek Policy for its robustness and agility, which enables them to implement changes quickly, but rushing through implementation cycles puts quality in danger of being compromised.
- Testing is the final stage of the implementation process, which is conducted to ensure that system requirements meet business needs. It allows for any issues to be fixed before the system goes live.

Requirements

- System testing has its own challenges.- availability of SME's / business users, time limitation etc. that must be met in order to see implementation through successfully.
- Organizations strive to find an optimal solution with the tradeoff of assuring quality while reducing project costs and test schedules; these must be balanced accordingly to achieve project success.

The Process

Testing expertise with depth across multiple P&C LOBs

With the availability of a large pool of domain-certified (AINS & CPCU) testing experts and deep experience in Duck Creek testing across major LOBs in personal, commercial, and specialty insurance, NIIT Technologies ensures early detection of business-critical defects and minimizes reputational and financial loss, customer churn, and penalties.
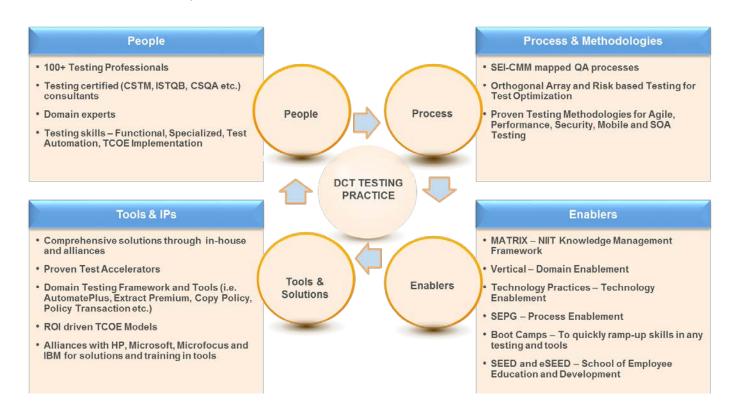
Best-in-Class Tools for Quality Assurance (QA) Support of Duck Creek Applications:
- **Automate Plus** - Record-and-play test scenarios for Duck Creek Express
- **Policy Transaction Tool** - Perform policy transactions with ease without logging onto the Duck Creek platform
- **Extract Premium** - Get premium details at various levels of risk, coverage, and policy from Policy XML
- **Policy Copy Tool** - Download Duck Creek Policy from high environments to lower ones
- **Policy Search Tool** - Search Duck Creek policies based on specific criteria from your database
- **Test Case Creation Tool** - Create test cases based on templates
- **Service Dashboard** - See statuses of services integrated with the Duck Creek Platform

Our Duck Creek QA Capabilities:

People
- 100+ Testing Professionals
- Testing certified (CSTM, ISTQB, CSQA etc.) consultants
- Domain experts
- Testing skills – Functional, Specialized, Test Automation, TCOE Implementation

Process & Methodologies
- SEI-CMM mapped QA processes
- Orthogonal Array and Risk based Testing for Test Optimization
- Proven Testing Methodologies for Agile, Performance, Security, Mobile and SOA Testing

Tools & IPs
- Comprehensive solutions through in-house and alliances
- Proven Test Accelerators
- Domain Testing Framework and Tools (i.e. AutomatePlus, Extract Premium, Copy Policy, Policy Transaction etc.)
- ROI driven TCOE Models
- Alliances with HP, Microsoft, Microfocus and IBM for solutions and training in tools

Enablers
- MATRIX – NIIT Knowledge Management Framework
- Vertical – Domain Enablement
- Technology Practices – Technology Enablement
- SEPG – Process Enablement
- Boot Camps – To quickly ramp-up skills in any testing and tools
- SEED and eSEED – School of Employee Education and Development

Diagram center: **DCT TESTING PRACTICE** — People → Process → Enablers → Tools & Solutions

Outcomes

Customer Story 1

Client profile

One of the top national P&C insurance carriers in US market, offering both personal (personal home, auto, dwelling fire, package) as well as commercial (package, business owner, auto) lines to its customers.

Business challenge

Customer's Duck Creek implementation was running behind schedule and was incurring additional cost due to delay of app. $2 million USD per month. Customer needed a partner who could quickly chip in and ensure quality of deliverables without any further addition of cost.

How NIIT Technologies helped

NIIT Technologies became a strategic IT partner for Duck Creek QA activities for both personal and commercial lines with an onshore / offshore model (a ratio of 1:6), which translated into significant cost savings. We reduced testing time significantly by implementing standard QA best practices and processes, leveraging templates originating from CMMI Level 5 and by automating smoke testing for weekly release cycles using AutomatePlus (our in-house automation tool).

Customer Story 2

Client profile

A 100-year-old leading P&C insurance carrier, which is among the top 100 insurance organizations in the U.S., offering a gamut of products including a wide range of commercial and personal coverage. The carrier is a nationally-recognized insurer in various specialized markets including bonds, cyber, workers' compensation (WC), and errors and omissions.

Business challenge

Customer migrated its business owner policy (BOP), auto, workers' compensation (WC), and errors & omissions (E&O) policy quote / issue from a legacy policy administration system (PAS) to Duck Creek Policy, and was scouting for a partner that could perform quality assurance services for sustaining releases.

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How NIIT Technologies helped

NIIT Technologies was engaged to provide quality assurance services across the entire gamut of functional areas, including BOP, auto, E&O, and WC. QA services spanned test case development, manual and automated test execution, regression suite creation, and execution.

This engagement provided the following benefits to this customer:

• Reduced regression testing effort by 65%
• Reduced QA execution cost with automation
• Implemented best practices and our testing processes
• Creation of defects knowledge repository
• Provided a scalable QA framework that can be leveraged across LOBs

The NIIT Technologies + Duck Creek Advantage

Extensive experience in QA Service for implementation, integration, upgrades, state rollouts, and renewal conversions

NIIT Technologies has decade-long experience in Duck Creek implementation and maintenance, including quality practices in the following areas:

• Implementation and upgrades of all major versions of Duck Creek (including 6.X)
• Integration framework for interfaces and third-party applications
• All major state rollouts in the U.S.
• Policy renewal conversion
• Test automation (regression and functional)