



Maximizing the Value of Policy Administration Systems

NIIT Technologies, with its right-size Duck Creek pool of resources, customized methodologies, & frameworks, best-in-class Duck Creek offerings, depth and expertise in Duck Creek applications, and proprietary tools (dev & QA), has specialized in new implementations, LOB/state rollouts, platform upgrades, system integrations, and support & maintenance for Duck Creek Policy.

The Vision

- The insurance industry is at an inflection point, and every business is facing similar challenges of managing and maintaining policy administration systems, whether legacy or on-premises Duck Creek applications.
- At one end, legacy systems are inflexible for development of new insurance products, having huge licensing costs and poor end-user UI experiences. They have constraints adapting to new technology platforms like cloud and web-based services. Maintaining them is costly and presents challenges in finding the right deep-skilled resources. This is an untenable solution.
- On the other end, businesses already using the Duck Creek Platform face challenges while targeting business expansion (new states/LOB rollouts), version upgrades (due to frequent product version releases), renewal of existing contracts (renewal conversions), and ongoing maintenance, due to lack of best practices and unavailability of the right productivity toolsets. Scarcity of the right Duck Creek and business-skilled resources due to the demand and supply gap further deepens their problem.

Requirements

- Insurers need nimble and agile product implementations to increase speed to market, quality, and prompt service to customers / agents / brokers.
- Companies need to modernize their legacy PAS systems to the Duck Creek Platform to enhance business agility, improve operational efficiency, reduce costs, and improve margins.



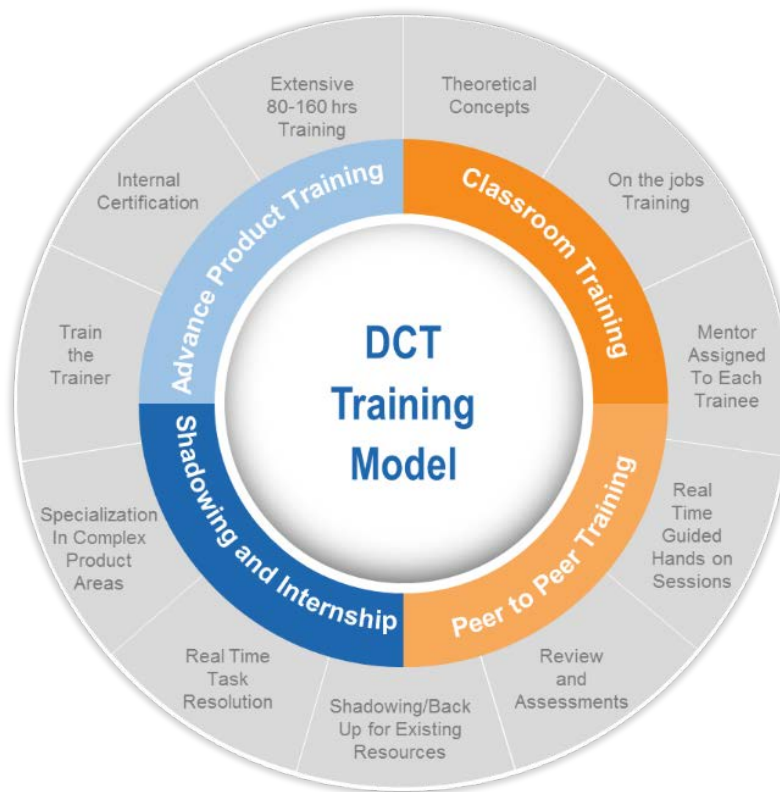
The Process

NIIT Technologies tools developed for Duck Creek applications:

- Impact analysis tools
- Forms creator
- Policy transactions tool
- Unit testing tool
- Policy copy tool (prod to dev / MOT)
- Version upgrade tool
- Forms comparator

Critical Solution Enabler - Competency Framework

- We focus on internally-trained resources for ramp-up by selecting experienced resources with P&C insurance and necessary technical knowledge for training. We believe in commitment to delivery instead of years of experience - key to growth in product support and niche skills.





Outcomes

Customer Story 1

Client profile

A leading P&C insurance carrier with an A (excellent) rating from AM Best in the Midwest U.S., offering personal (home and highway package), commercial (GL, CPP, WC) and specialty lines to its customers.

Business challenge

Insurer was planning to consolidate their policy admin. systems to Duck Creek Policy but faced challenges in platform transformation and consolidation and was unable to manage support and maintenance of Duck Creek Policy.

How NIIT Technologies helped

As part of its evaluation process, the insurer chose NIIT as a Duck Creek delivery partner. NIIT ramped up right-skilled resources at the right time for Duck Creek, successfully implemented various product releases, performed production policies fixing, optimized various batches, and provided value-added tools to improve productivity and quality.

Customer Story 2

Client profile

A leading specialty insurance carrier providing commercial property, casualty, healthcare, professional liability, executive, and professional lines insurance and programs for customers across the U.S., that underwrites on the paper of its indemnity group of companies, which hold financial strength ratings of A++ from AM Best and AA+ from S & P.

Business challenge

This insurance carrier wanted to perform platform transformation and consolidation and at the same time accelerate speed to market for new state rollouts as well as support and maintenance of Duck Creek Policy

How NIIT Technologies helped

The insurance carrier chose NIIT as a delivery partner for Duck Creek BA and development activities. NIIT successfully implemented various product releases and provided S&M for Duck Creek Policy commercial lines (commercial property, commercial general liability, executive, professional (E&P) and healthcare).



The NIIT Technologies + Duck Creek Advantage

- **Domain Expertise**

Besides having a large pool of certified insurance SMEs and domain consultants, NIIT Technologies ensures that each of our over 1,500 resources dedicated to insurance engagements are domain aware; they understand basic terminology and processes around insurance

- **Competency Development Framework**

NIIT Technologies has a robust framework that ensures requisite availability of talent at any point in time, be it in legacy or in emerging platforms like Duck Creek

- **Efficient and Faster Timelines**

NIIT Technologies has a fairly simple, flexible, and faster Duck Creek implementation process which enables you to meet your planned timelines

- **Modernize, Enable, Supplement, and Enrich**

NIIT Technologies' team of experts will help you in your business-driven IT needs including, but not limited to, mobility, ICD conversion, and legacy transformation.

With our Duck Creek implementation and support, we vigilantly address insurers' business requirements while reducing implementation risk and maximizing returns.