



Duck Creek  
Technologies

# Unlocking the Value of Touchless Claims

WEBINAR



# Today's Speakers

## Moderator



**Gian Calvesbert**  
Manager, Product Marketing  
Duck Creek Technologies

## Presenters



**Abby Anderegg**  
Director, Solution Consulting  
Duck Creek Technologies



**Sasha Korol**  
Director, Product Management  
Duck Creek Technologies

# Poll Question #1

What is your organization's top priority when considering claims automation?

- Reduced cycle times
- Lowered claims handling costs
- Increased claims handling accuracy
- Improved customer experiences
- Create competitive advantage

# Industry Buzz

***Auto carriers are automating for efficiency, reduced costs, and improved competitive edge through better customer service.***



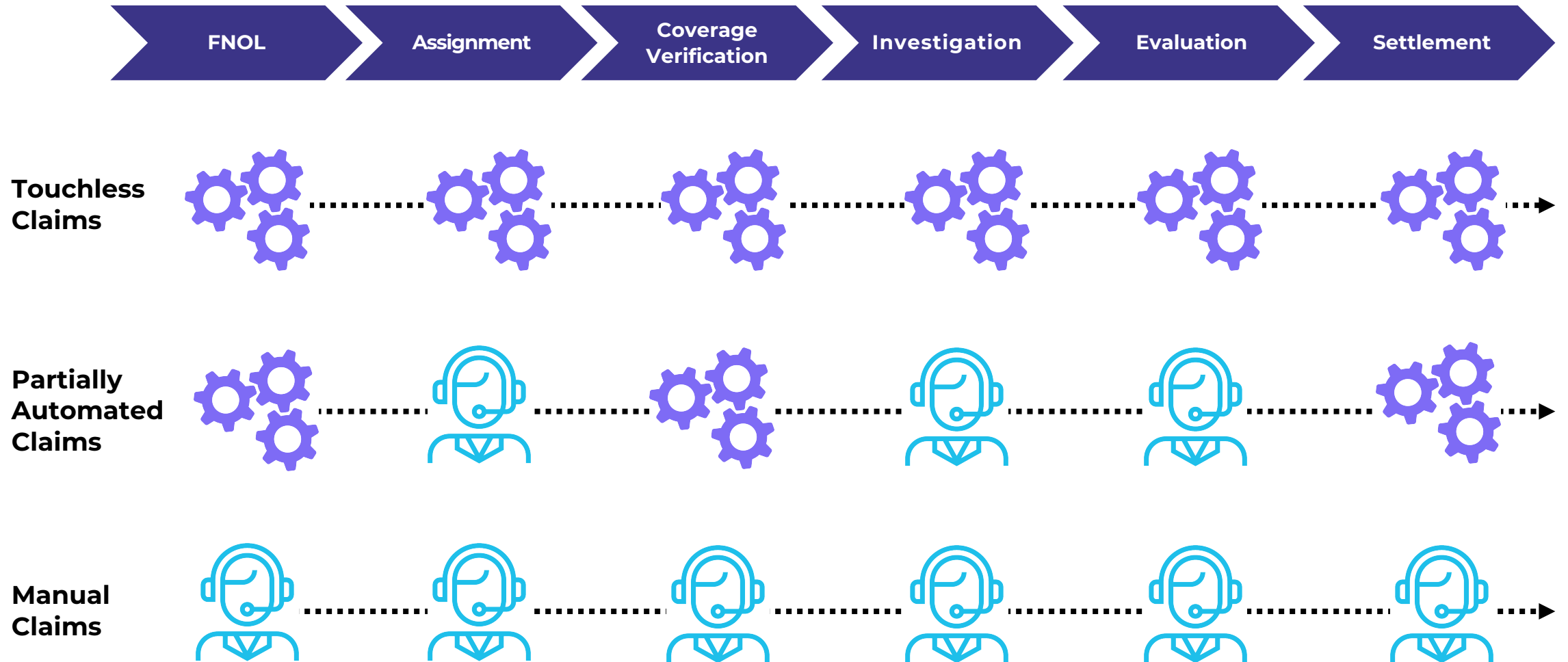
***We expect touchless claims to reach the Plateau of Productivity in 2-5 years.***

**Gartner**

***Allstate's QuickFoto Claim feature, which lets customers snap photos of damage after accidents and start the claims process, is becoming a dominant method for inspection***



# What is a “Touchless Claim?”

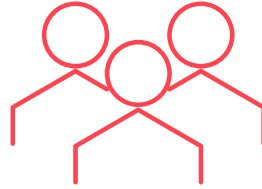


# Claims Automation Challenges



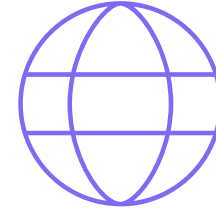
## Legacy Systems

- Costly integration
- Complex processes



## End-user Adoption

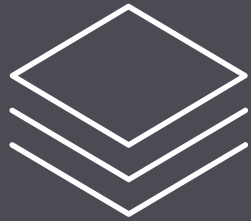
- Fragmented user experience
- Low risk appetite



## Lack of Resources

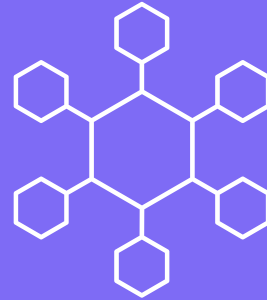
- Few dedicated teams
- Limited budgets

# Duck Creek Brings Touchless Claims to Life



## Agile Technology Platform

- Low-code configuration
- Built to Connect



## Broad Partner Ecosystem

- Pre-built Integrations
- Validated Use Cases



## Out of the Box Claims Content

- Best practices and workflows
- UX optimized

# Poll Question #2

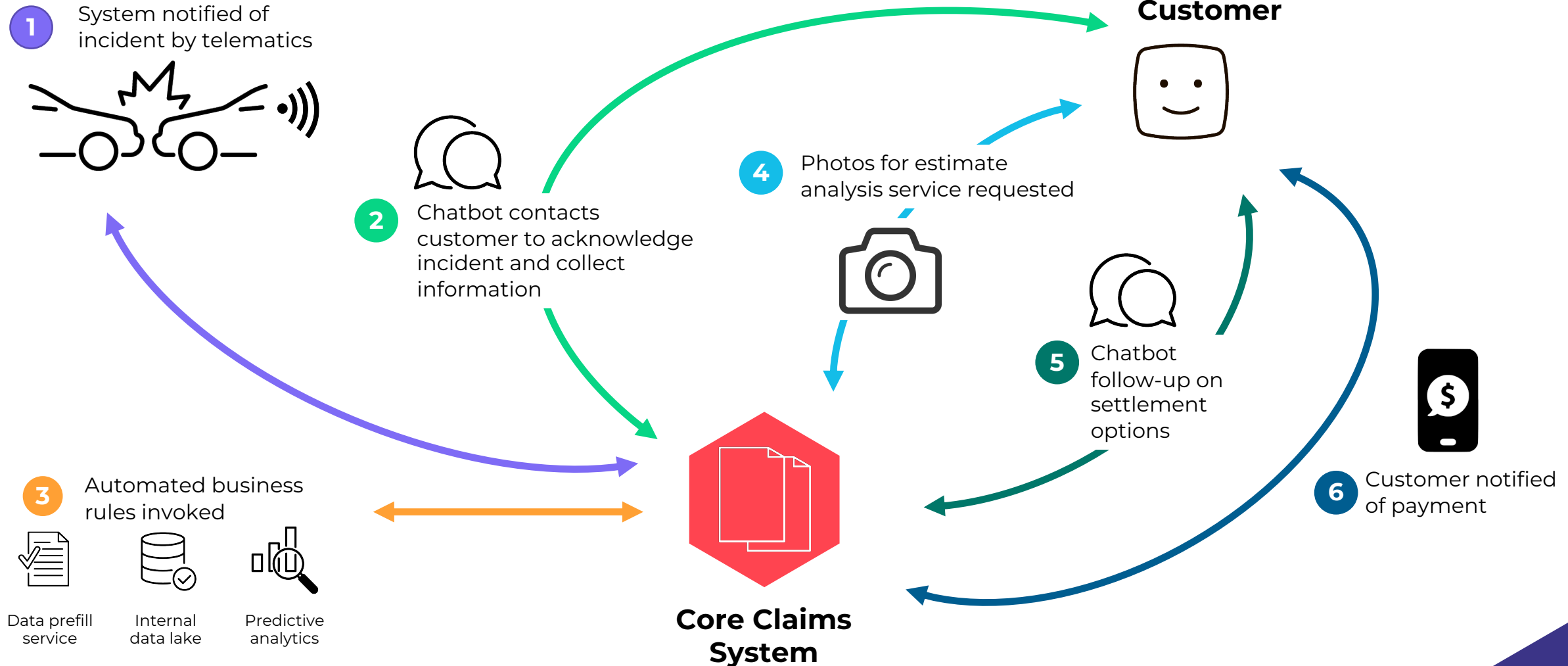
Where is your organization on its journey to claims automation?

- No automation plans at all
- Exploratory and testing phase
- Partial automation implemented
- Complete automation of claims lifecycles in place (touchless)
- Attempted to automate but did not succeed

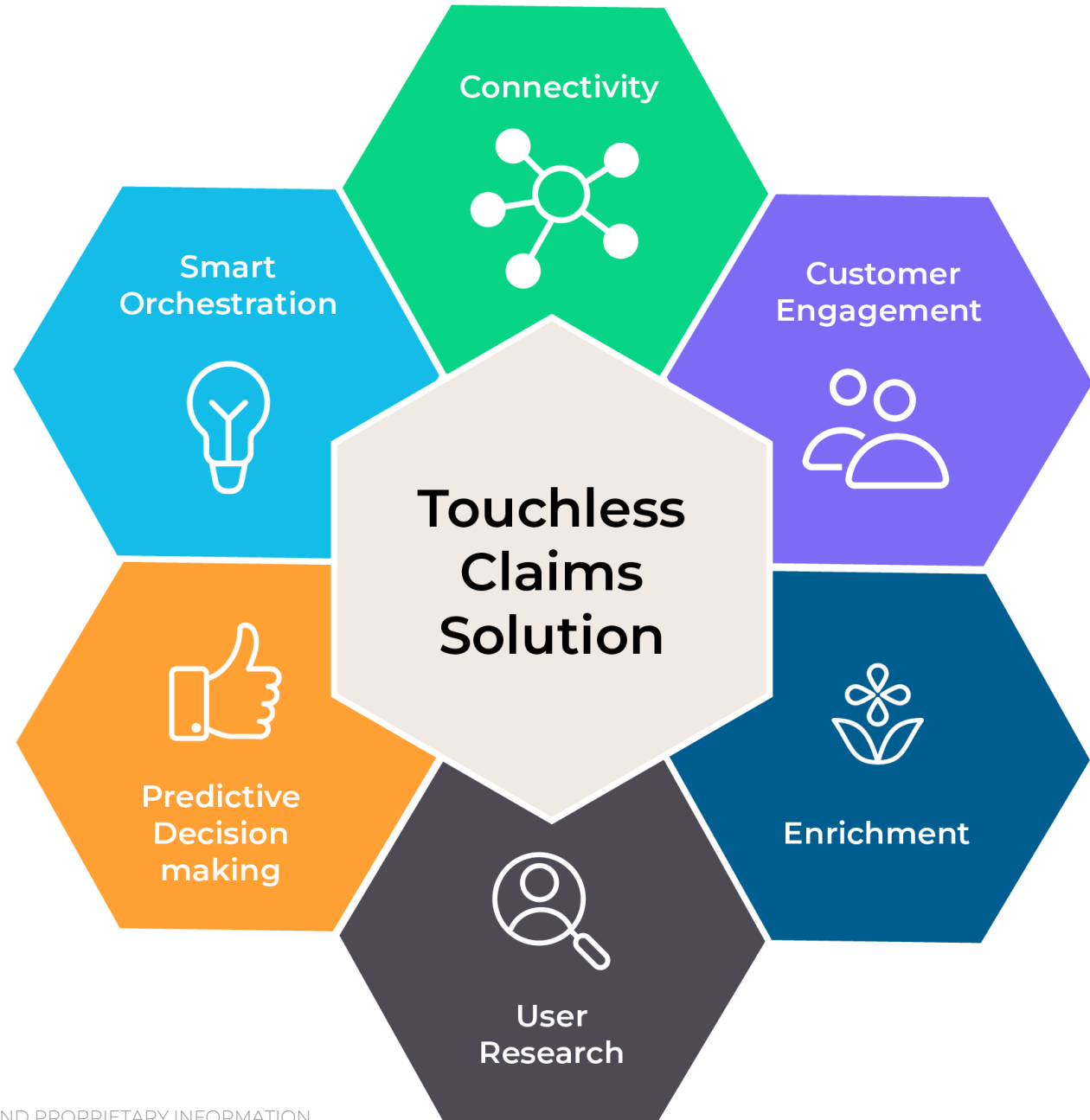




# Personal Auto Touchless Claims Scenario



# Key Elements to Touchless Claims





# Thank you for joining us! **Q&A will now begin.**

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