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Duck Creek Capabilities and Services

We deliver P&C expertise through market leading differentiators

Core Modernization & Hyper Specialization in select P&C Platform

- Preferred services partner for Insurers embarking on their core modernization journey.
- Leverage the new age Cloud based platforms tightly coupled with our Insurance advisory services.
- Enhance our InsurTech Platform AdvantageGo and continue to leverage our premier partnership with Duck Creek, Insurity, BondPro & others to serve our customer in their modernization journey

Core Platform expertise coupled with deep domain & technical expertise

- Full suite On Demand Duck Creek solutions and build a complete ecosystem of complementary solutions around Duck Creek – BondPro, Insurity & Others
- Accelerators for speed to market
- Development of frameworks and accelerators leveraging AI, machine learning and other emerging technologies

Digital and Data Transformation Partner

- Data Lakes and Hubs creation to drive better underwriting decisions
- Drive market demand through upcoming digital channels
- Reduce operational expenses and increase flexibility & scalability
- Ability to interact and consume data from, third party non-insurance entities for better insight helping cross sell and upsell

Invest in New Age Emerging Technology

- Invest heavily in emerging technologies – AI, Machine Learning, Graph DB, Block-chain, process automation tools to enable us to assist our customers in improving existing business models as well as adopt new one.
- Differentiate ourselves by offering CRM/BPM solutions leveraging our platinum partnerships with the likes of PEGA & Salesforce .

Digital Interface with upcoming InsurTechs

- Introduce new products or services and lower acquisition cost by providing customers with a digital interface
- Built value proposition around lowering cost for underwriting, policy administration, claims etc. through leaner process
- Increase connectivity both in terms of sales and customer through digital interface with the InsurTech
- Global Partnership & Alliances

Our Expertise

- Product Engineering
- Product Development Services
- Core Transformation
- Cloud Transformation
- Digital Experience
- Cognitive Technology

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Duck Creek Practice Overview

Premier	Top 3 DCT	DC Advisory Board	35% Avg. Growth
SI Partner	**Full Suite On Demand Partner**	**Part of Advisory Board**	**YOY Growth over past 3 years**

850+ DCT Consultants	**Geo Spread** Customers in 3 Continents	**20+** Proprietary Tool & Frameworks	**17+** Years Long Association	**250+** DCT Certified Consultants

Core Services

Version Upgrades	Blue Printing	Consulting & Implementation	Product Expansion	Data Migration	Support & Maintenance	Quality Assurance	Legacy Modernization

System Experience

Policy	Billing	Claims	Data insight

Technology Tools / Solutions

- Version Upgrade Accelerators - v8 (DCOD)
- TAC Test Automation Framework
- Policy Transaction Tool, Rate Table Import Tool
- Services Dashboard
- Policy Copy, Forms Creator, Forms Comparator
- Data Migration Accelerator

Sub-vertical covered

Personal Lines	Commercial Lines	Specialty
Personal Lines	Commercial Lines	Specialty

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Our Awards are a testament to capabilities in Duck Creek

Duck Creek International Value Creation Partner of the Year Award
Providing exceptional delivery of packaged services to customers, realizing faster time to value from Duck Creek.

Standard in Excellence
Successful implementation of Duck Creek Suite of services for Argyle Insurance in a record-time of under 60 days.

Hack-a-thon Winner 2023
Coforge emerged as the winner among 35 participants in the Hack-a-thon competition.

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Value Proposition and Differentiation

Drivers

Coforge to build product templates and accelerators to complement the Duck Creek core products . These includes creation of jump start kits , pre-built integration jump start kits , Automated testing tools and frameworks. Conversion capabilities to facilitate faster run- off strategy.

- Australian Layer for Duck Creek Claims System
- Developing Jumpstart Kits for Australian Business
- Developing integration layer for Canadian Business
- Migration of CX packages to latest Duck Creek Platform
- Content Exchange Package for providing out of box integration of Duck Creek Billing and Bond-Pro system
- Data Migration tool set to move existing book of business from legacy Policy/Billing/Claims to Duck Creek Platform
- Plug and Play modules for industry leading surround systems and data providers
- Hatch-a-on (Innovation event) participation to develop innovative new solutions on Duck Creek platform

Key differentiators

- 100% referenceable customers with proven track record
- Strong relationship with Duck Creek as premier SI and development partner with global Implementation experience.
- Duck Creek Advisory Board member.
- Frameworks and Methodologies for Duck Creek Platform Services (Implementation, Support and Maintenance and Upgrades)
- Tools and accelerators for Duck Creek across project lifecycle Industry's Best Talent,- End to End solutioning approach with Domain and Technical leadership Organic development of Duck Creek talent with best-in-class Duck Creek training program
- Bringing together Application lifecycle management, Application performance management tools to the Duck Creek world.
- Expertise across all Duck Creek Modules - Policy, Claims, Billing, Insights and Distribution Management Systems
- Expertise in upgrading Duck Creek platform to DCOD active delivery
- Expertise in integrating Duck Creek with other platforms
- Dedicated Duck Creek Center of Excellence providing guidance to all customer engagements
- Availability of pool of Duck Creek SMEs - proactively ensuring right pool of resources

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Case Studies

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DCT Platform Transformation & Consolidation

Strategic partner providing product enhancement, new product rollout & maintenance services for Duck Creek PAS, Claims & Data Insights systems enabling client expand globally.

Global specialty insurance provider for the property and casualty lines of business, with a strong foot-print in 32 countries with A++ ratings from AM Best & S&P.

Global expansion - Rolled out **new regions North America, UK, Asia and Australasia** over the course of 5 years.

30+ new line of business implemented for different regions with numerous policy types

New Billing, Stat and Bordereau reports implementations for 9 ISO Line of Business.

Providing **24*7 production support for three continents** for more than 3-Line of Business across multiple regions.

Touchless & Scalable Digital Platform for the Gig Economy

Develop reusable and scalable BPM/BRE solution was provided using Pega which takes care of all product specific transactions and also keep its configurable pricing and rating mechanism intact in the same system. Also, it communicates with legacy systems to push/pull data during each transaction.

200 Years old Specialty and Admitted Insurance Carrier with $3 Bn in GWP with plans to target the new age gig economy business

1st Year Target of **$10 Mn achieved in 8 months**

~$2+ B Total insured risk underwritten in first year

Increased the conversion rates **by 23%**

Power future roadmap & support upcoming partner's vol

Duck Creek Upgrade Journey - Insurer

Client Vision

Coforge successfully delivered 4+ Upgrade to large insurer since 2016. Insurer have partnered with Duck Creek and Coforge to embark upon its product strategy and path to silent upgrades.

Our recent engagement with insurer for its Journey to silent upgrade is completed and we have successfully completed V8 migration.

Key Challenges

- High level of customization, with 200+ products.
- Complex third-party integrations that needs to be externalized.
- Huge party and claims customizations that require innovative solutions.
- Legacy data reporting require migration to Insights for 200 + products.

Scope of Services

- Silent Upgrade (Envision roadmap & embark on 2Yrs of Transformation)
- Remediation of client customization across 300 + Manuscripts.
- Azure Cloud based solutions for Third party integrations and complex client functionalities.
- Services - Estimations, project planning, resource planning, schedule, risk management and deployments and support.
- Migration 2000+ screen from Express 2 to Express 3.
- Active Delivery Roadmap

Key Outcomes

- 100 + Screens migrated to Express 3
- Removed customizations from Examples Database complaint with new standards
- 80% of Integrations mitigated with new composed request logic.
- Planned strategy for remaining remediation tasks and upgrade conflicts.

Key Success Drivers

- Automated conflict reports
- Code Analyzer
- Upgrade Implementation Tools
- Express 3 Conversion Tools
- Team with Upgrade Expertise
- Test Automation/Regression Scripts
- Quality Assurance

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Forms Translation into Multi-language and Braille

Innovative Idea

Lack of access to insurance forms for different languages and visually impaired customers.

The current process of converting forms to different languages and producing documents in braille is time-consuming and cumbersome
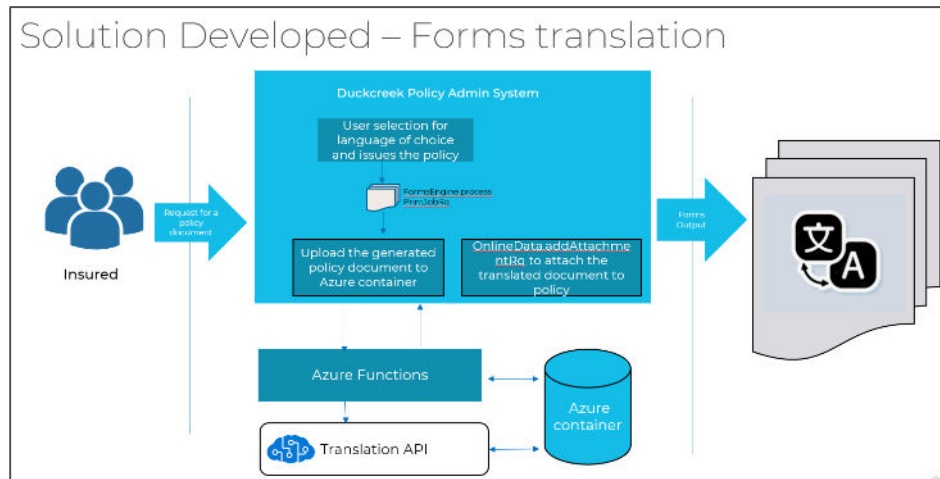
Innovative solution

Integration of DCT PAS with translation APIs to generate policy documents in multiple languages and braille

X-Factor (Business Benefits)

Language barriers in communication can be a hindrance to customer satisfaction

Visual impairments affect millions of Americans, making it difficult for them to read and understand insurance documents
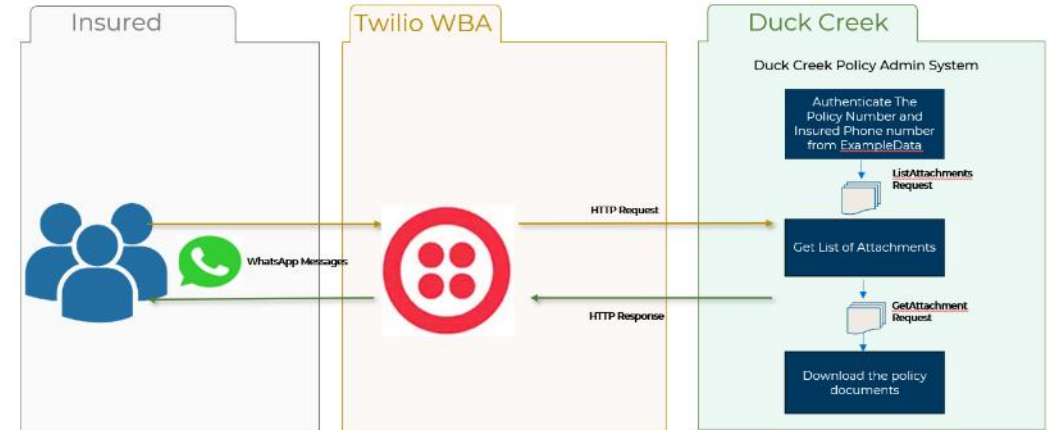
Empowering Customers with Easy Access to their Documents
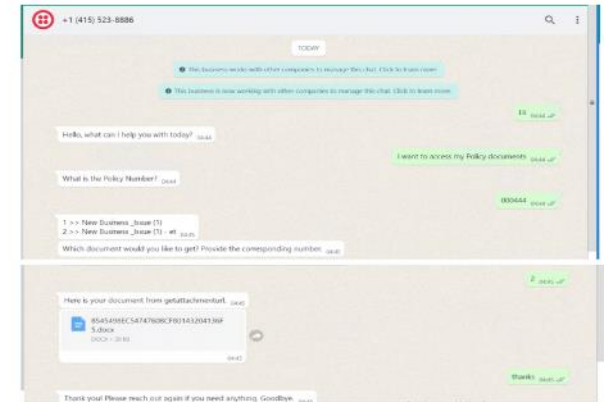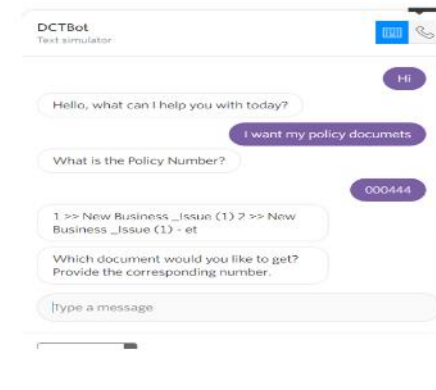
Innovative Idea

There is a need for a solution that can streamline the process and deliver documents quickly and securely.

Technology Used

- Twilio Messaging Cloud
- WhatsApp Business API
- Anywhere API
- DC Server request
- Composed requests

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Thank You !!!