



**Client Overview:**

US West Coast based Personal Lines Insurer

**Project Scope/LOB:**

Duck Creek Policy Implementation for Personal Property & Sports Vehicles, Maintenance, Monitoring & Enhancements.

**Tools Used:**

DCT Policy (version : 7.2) – Duck Creek On Demand

**Project Highlights:**

-Our team played a pivotal role in rescuing the client when they faced the daunting task of launching two new lines of business within a tight deadline. This effort was crucial in helping the client avoid significant licensing costs associated with a soon-to-be-phased-out application. Not only did we successfully deliver the required products, but we also ensured they met high-quality standards.

-Our team has a track record of taking on various assignments based on demand, including diving into the highly specialized field of working with the DC Anywhere API. This allowed our client to enjoy an intuitive user interface that seamlessly interacts with the DC system.

-We were committed to adhering to the best industry standards and have consistently optimized the use of DC requests to create seamless integrations with third-party systems. Proactively, our team assisted the customer in refining their monitoring scripts, resulting in significant time savings of 2 hours per day.

-In addition to this, we resolved a persistent issue related to forms reprinting using DC's out-of-the-box logic, bringing much-needed relief to the customer. Furthermore, our team played a crucial role in designing the Renewal Conversion framework for Casualty Lines of business, further showcasing our dedication to delivering innovative solutions to our clients.

**BENEFITS**

- Provided competitive advantage & savings of cost to the customer.
- Flexibility in policy processing and stakeholder management.
- Enhanced customer satisfaction



### Client Overview:

APAC Based Commercial lines Insurer.

### Project Scope/LOB:

Duck Creek Policy & Billing Base Templates & Policy Implementation for Commercial Fire

### Tools Used:

DCT Policy (version : 8.0) – Duck Creek On Demand

### Project Highlights:

- Team implemented Azure Extended Search Index- Functionality which helps to quickly search policies using Azure search index.
- Implemented referral rules based on certain conditions. Solution approach helped in reducing manuscript size by consolidating all rules in one place. Also new feature for automatic referrals based on specific conditions was implemented.
- Data service was implemented to accommodate 80 thousand + dropdown data.
- Implemented Temporary Mid Term Adjustments which expires before the policy expiry date.
- Modified OOTB xml session format to achieve use friendly change summary data.
- Customized forms based to suit client requirements.
- Customized referrals based on location & pin codes through table driven approach.
- Implemented multiple custom requests.
- Customer Identification & Authenticity mechanism introduced through Govt Identity documents which also prevented duplicate party records.
- Party Push and Pull - Reduced repetitive User creation in party.
- Implemented Deep linking in Express 3.0
- Configuration framework for Premium Paid Status calculation in Policy, Billing & Claims System
- Multiple customizations implemented to make Duck Creek billing effective.

## **BENEFITS**

- Scalability was achieved based on future expansion requirements.
- Customer satisfaction considering the exposure to a new product.





**Client Overview:**

US Based Commercial lines Insurer.

**Project Scope/LOB:**

Claims Migration from Legacy to DC Claim – DC Insights

**Tools Used:**

Project 1 - SQL Server, AC Legacy System, PDS Legacy System, DC Data Insight, Power Bi & AZURE Data Factory

Project 2- SQL Server, Azure function using .NET, Snowflake, Azure Data Factory & manage instance, Duck Creek data Insights (Clarity), Express

**Project 1 Highlights:**

- Migrated the Legacy Claim data from two different system to DC claim Data Insight
- Gap Analysis played a critical role in the success of the implementation.
- Mapped the elements between the two system.
- Designed the staging environment to load the claims.
- Designed and developed the ETL to migrate the data.
- Designed and developed a reconcile report to the validate the data purity.
- Post data loaded in to staging configure the DCT CMU was utilised to migrate the data from staging the Data Insight

**Project 2 Highlights:**

- Newer Approach helped save cost and improved delivery timelines.
- Migrated the Legacy Claim data from legacy system to DC claim Clarity.
- Two-way gap analysis was done between the legacy system and DC Claim
- Mapped he elements between the two system.
- Designed the Azure Manage Instance staging environment to load the claims.
- Designed and developed the ETL to migrate the data from Legacy system to Staging
- Designed and developed a Clone of Clarity Silver Layer and developed ADF pipe lines to migrate the data from AZURE Manage Instance Staging to Clarity Snowflake
- Post data load in to staging, utilized the azure pipelines to migrate the data from Manage Instance staging to Clarity Non DCT Silver Layer
- Validated Clarity Gold Layer views and Power BI reports

**BENEFITS**

- Market Insights and Competitive Intelligence
- Compliance & Regulatory adherence

