

## Key Customer Success Stories

# Policy Implementation – HO, Dwelling Fire & Sports Vehicles

## Challenges

- Handling the migration 7.x to 8.x platform in DCOD.
- Integration between Duck Creek Forms Engine & DMS
- Designing the generic renewal conversion framework from legacy to DC for personal LOB.
- Utilizing DC Anywhere APIs effectively for seamless integrations.
- Issue related to forms reprinting using DC's out-of-the-box logic

## Solutions

- **Rapid Launch of New Lines of Business:** Successfully delivered two new products under tight deadlines, helping the client avoid costly licensing fees from a legacy system phase-out.
- **Seamless System Integration & API Optimization:** Leveraged DC Anywhere API to enable an intuitive, seamless user interface connected to the Duck Creek system.
- **Proactive Monitoring & Efficiency Gains:** Assisted in refining monitoring scripts, saving the customer approximately 2 hours per day.
- **Platform Migration & Future-Readiness:** Managed a successful migration to the 8.x platform in Duck Creek On Demand.
- **Value Add Framework Creation:** Designed a Renewal Conversion framework for Casualty Lines, enabling smoother policy renewals and minimizing disruptions.

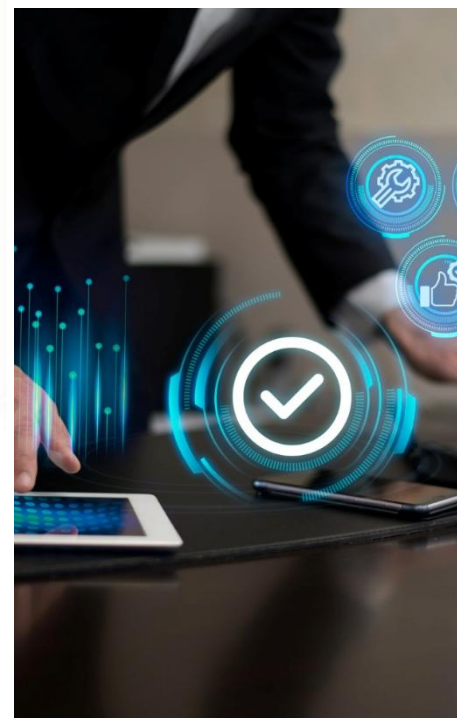
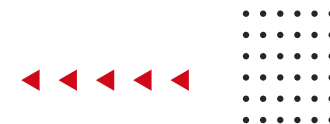
## Benefits

- Enabled faster time-to-market for new products, boosting market responsiveness.
- Improved policy lifecycle management, offering greater adaptability for evolving business needs.
- Reduced operational delays and improved system reliability, leading to a better agent and customer experience.
- Refinement in monitoring scripts, resulting in significant time savings of 2 hours per day.



## Key Highlights

**Client:** West Coast based Personal Lines Insurer in the U.S  
**Tech Stack/ Tools :** DCT Policy (version : 7.2 & 8.0) – Duck Creek On Demand



## PAS Implementation

Active delivery compliant with SAS implementation

## Renewal Conversion

Legacy migration to Duck Creek done for over 40K policies



# Key Customer Success Stories

## Policy & Billing implementation for Commercial fire

### Challenges

- Multiple customizations required to built robust policy & billing module.
- Customizations are also required for Forms, referrals based on locations,
- Implementation of data services to accommodate 800K + dropdown data.
- Intuitive UI by modifying the OOTB.
- Premium status reflection in all 3 modules (Policy, Billing and Claims).

### Solutions

- **Advanced Search & Data Management** implemented using Azure Extended Search Index & build robust data service to handle over 80,000+ dropdown entries, enhancing system performance.
- **Referral Rule Optimization** by consolidating and automated referral rules to reduce manuscript size and improve maintainability.
- **Flexible Policy Adjustments & Lifecycle Management** introduced Temporary Mid-Term Adjustments (MTAs) and modified out-of-the-box XML session
- **Customized** forms and referral logic based on location and pin codes through a table-driven approach.
- **Streamlined Party & Identity Management** by building Customer Identification & Authenticity mechanism
- **Seamless Navigation & Integrations** Efficiency by enabling deep links in Express 3.0 for smoother navigation & designed a configuration framework for Premium Paid Status calculation across Policy, Billing, and Claims systems.

### Benefits

- Enhanced regulatory compliance and risk mitigation.
- Competitive advantage in the market due to faster product development cycles.



### Key Highlights



**Client:** APAC Based Commercial lines Insurer  
**Tools :** DCT Policy (version : 8.0) – Duck Creek On Demand



### Policy & Billing Module

Implemented customized policy & billing in DCOD for a new geography.

### Enhanced Underwriting Efficiency

Automated underwriting rules streamline decision-making.



## Key Customer Success Stories

# DC Insights/Clarity Implementation

## Challenges

- Mapping elements between the two systems.
- Duplicate records and data standardization
- Data integration issues to user adoption hurdles
- Different formats, structures, and databases of stored data

## Solutions

- Mapped the elements between the two system.
- Designed the Azure Manage Instance staging environment to load the data.
- 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 pipelines 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

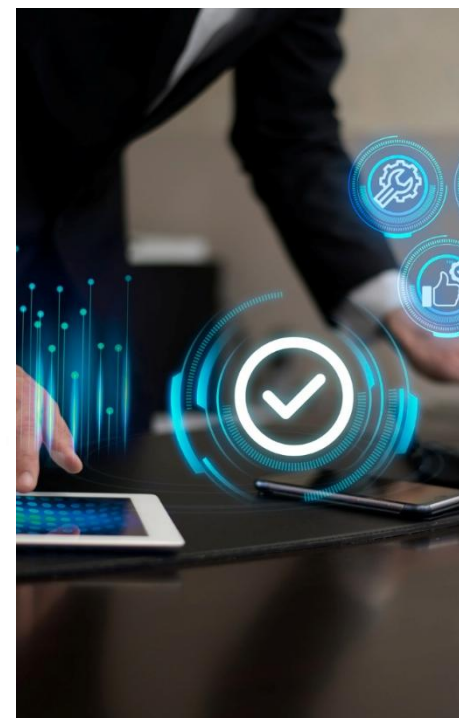
- Newer Approach helped save cost and improved delivery timelines
- Handled **large data volumes** without performance degradation.
- Reduced infrastructure and maintenance costs



## Key Highlights

**Client:** Leading Commercial Lines carrier in the U.S

**Tools:** : SQL Server, Azure function using .NET, Snowflake, Azure Data Factory & manage instance, Duck Creek data Insights (Clarity), Express



## Market Insights and Competitive Intelligence

With the implementation of Duck Creek Clarity

## Unified Data Across the Insurance Lifecycle

Aggregated data from Policy, Billing, Claims, and Rating systems. Eliminated data silos, ensuring a single source of truth.