

# One Solution to Optimize Inspection Spend, Enable Underwriting Automation, and Match Coverage to Risk

## The Vision

CAPE<sup>®</sup>, a Moody's company, provides advanced imagery-based property analytics for homeowners and commercial insurers. Through sophisticated property intelligence, CAPE empowers carriers and managing general agents (MGAs) to make informed decisions about property risk selection, underwriting workflows, and coverage options. Fully integrated into Duck Creek Policy, CAPE presents enhanced coverage, underwriting, pricing, and risk segmentation opportunities.

This blueprint outlines a powerful property intelligence solution and its potential to enhance underwriting decisions and loss ratios.

## Key benefits for writers of homeowners insurance include:

- **Expand or Right-Size Coverage** – Identify often overlooked exposures like accessory structures, solar panels, pools, and trampolines. Provide coverage tailored to a roof's actual age, condition, and weather experience for hail or other risks.
- **Underwriting Risk Selection** – Use loss predictive insights, such as roof condition and yard debris, upfront to select risks that align with your underwriting guidelines. Data-driven risk selection saves time and supports automation.
- **Inspection Program Optimization** – Identifying which policies to review for new business and renewals helps stretch your budget, and increases the inspection action rate.

## Key advantages for commercial property insurers include:

- **Enable Automation** – Assist in automating the submission and underwriting processes for "simple/small" commercial properties.
- **Tailored Solutions** – Gain access to predictive insights and risk scores from models specifically designed for commercial properties like roof condition, hail, and wildfire vulnerability.

## Requirements

CAPE is a leading provider of advanced property intelligence within the Duck Creek Policy ecosystem for property solutions. Carriers and MGAs—especially underwriting and actuarial teams—should take the following factors into account when assessing the potential impact of a property intelligence solution:

- Are imagery or imagery analytics being leveraged today when underwriting properties?
- What solutions are used at quote, underwriting, and renewal? Is your organization leveraging novel, predictive analytics, such as roof condition, imagery-derived roof age, more accurate living area and quality grade data, property-specific hail risk scores, or wildfire risk scores?
- What percentage of new and renewal properties are inspected, and could this be reduced without sacrificing underwriting quality?
- Do the top-line initiatives for the current year include optimizing inspection programs, expanding books of business, enhancing data quality, analyzing the renewal book of business, or reducing inquiries in the application process to improve the customer experience for property owners and agents?

## Outcomes

### Homeowners Results

*“We saw immediate results when implementing CAPE to improve our inspection program. We were able to get eyes on the properties that were most likely to have issues and quickly pass through the rest.”*

— Director of Underwriting, Midwest Regional Carrier

Managed underwriting expenses by keeping the inspection budget steady while doubling the inspection program action rate from 30% to over 60%. Enhanced underwriting efficiency by fast-tracking homes without proven risk factors to expedite straight-through processing.

### Commercial Property Results

*“CAPE drives business value because we’re able to see things that we didn’t know about previously. It improves our overall loss experience, it improves risk selection, it improves reduction of expenses—it’s a better use of our resources.”*

— Underwriting Operations Manager, Super Regional Carrier

- A 23% increase in submissions flagged for straight-through processing
- A 12% reduction in onsite property inspections.

## CAPE Analytics + Duck Creek Policy

Utilizing CAPE property intelligence via Duck Creek Policy enables carriers and MGAs to enhance risk assessments (even in challenging geographies and weather exposures, like hail), utilize data that strongly predicts claims, and facilitate data-driven decisions to decrease loss ratios and cut costs. CAPE allows insurers to streamline underwriting processes, review each property at renewal, and employ automated detection and notification of risk-relevant property changes.

Users can easily upgrade essential property information at the time of quote, such as interior square footage and roof condition, with up-to-date and more predictive property data within Duck Creek Policy. CAPE offers clear, easily understandable, and verifiable data to enhance customer experience and improve combined ratios. Now, users can make more accurate underwriting decisions without leaving the Duck Creek interface.



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