

# Intelligent claims execution when and where it matters most

A modern P&C insurance claims management system built for lower leakage, faster cycle times, and scalable catastrophe response. Powered by an agentic platform that applies intelligence where it matters and governance where it must.

AI-driven decisions, automated triage, and orchestrated workflows streamline the entire lifecycle from FNOL through settlement and recovery. Insight is embedded at every decision point, delivering a unified, auditable experience across teams and systems.

**Bringing home the gold for our customers**  
Duck Creek is recognized as an industry leader and trusted by 75% of the world's largest global insurers.

**Celent.**

Luminary  
Provider

**Celent.**

Advanced  
Technology<sup>1</sup>

**Gartner.**

Leader\*

**ISG**

Leader\*

**QKS Group**

Leader\*

<sup>1</sup> 2024

\*Core Platform

## Common Claims Challenges

## How Duck Creek Claims Moves You Forward

### Long cycle times

Slow, inconsistent handling increases cycle time and expense ratios.



### Eliminate friction

Add dynamic workflows and integrated vendor orchestration to shorten cycle times and improve outcomes.



### Profitability drain

Manual checks make it hard to detect early fraud signs and prevent leakage.



### Automate

Enable transaction matching and embedded controls to reduce manual effort, errors, and leakage across the lifecycle.



### Peak volume scale

Slow configuration speed blocks rapid adoption across regions and lines of business.



### Adapt and scale

Leverage pre-configured coverage types and digital-first status updates to speed, scale, and boost customer experience.



Turn every claim into a moment of trust and financial performance.

# Built for Real-World Insurance Demands

## FEATURES

### Automated Optimization

Rules-based assignment for evaluating skills, workload, and claim factors to assign the best resource.

### AI and Analytics

Decision support for reserving, fraud detection, catastrophic triage and subrogation identification.

### Payments and Recovery

Multiple settlement options, automated recovery, and integrated payments for faster closure.

### Vendor & Partner Ecosystem

Open REST APIs, pre-built vendor integrations, and valuation services for straight-through processing.

### Toolkits & UX

1200 pre-defined coverage types, ~30 pre-defined user experiences for business-user driven setup and faster rollouts.

## Why Carriers Win with Duck Creek

### ● Enterprise depth that scales with your business

With enterprise-grade resiliency, carriers gain the stability and scale needed to manage daily demand and catastrophic surges without disruption.

### ● Agentic platform that delivers intelligent, governed decisions

AI-assisted workflows and decisioning accelerate accuracy and consistency. All backed by full auditability, so automation is safe, explainable, and governed.

### ● Faster adaptation, lower costs, and measurable impact

Low-code configuration and pre-built toolkits let teams update workflows, integrations, and settlement paths in weeks—not months—to drive profitable claims performance.

## Proven in the Market

### GLOBAL CARRIER

One global P&C carrier used Duck Creek Claims to modernize claims operations across regions—improving cycle times, increasing automation, and delivering a more consistent experience for both customers and internal teams at scale.

### REGIONAL CARRIER

One regional multiline insurer leveraged Duck Creek Claims to streamline claims workflows, reduce manual effort, and respond more quickly to changing business and regulatory requirements—without disrupting day-to-day operations.

One specialty insurance carrier relies on Duck Creek Claims to manage complex, high-touch claims with precision—supporting specialized workflows while maintaining the control and transparency required for their book of business.

**Specialty Commercial**

## Performance at Scale

**30 million+**

Claims processed OnDemand

**<1 day**

For assignment or claims workflow rule change

**60,000+**

Claims per day at scale during a CAT event

