



Operational AI for Regulated Insurance.


Duck Creek's Agentic AI Platform is purpose-built for insurance; combining pre-built agents, deep domain intelligence, and real-time analytics across policy, billing, claims, reinsurance, and beyond.

Orchestrate workflows across Duck Creek and third-party systems, with governed, auditable AI decisions. Flexible for any use case, it helps carriers act faster, improve performance, and reduce combined ratios—without trying to retrofit generic AI.


Duck Creek Technologies is the First Prize winner for Best Agent at the 2025 Vista Agentic AI Hackathon

Common AI Challenges in Insurance


How Duck Creek AI Platform Moves You Forward

Your AI tools don't work together 

Most carriers have AI tools across claims, underwriting, etc. Each operates with separate data, logic, and vendors.

Extensible Across Every System 


Open, extensible architecture spans across the Duck Creek Suite, acting across your entire operation, not just one silo.

Most AI doesn't know insurance 


Opportunities pass while teams wait on configuration, testing, and deployment.

AI that understands insurance 

Our AI knows policy structure, claims history, regulations, and carrier-specific guidelines so it reflects insurance reality.

The AI talent gap is real 

Insurers need people who understand both insurance and AI. Underwriters know the business but not the technology. IT knows the technology but not the workflows.

Lower total cost of ownership, fast scale 






The platform handles orchestration, integration, and governance infrastructure so your engineers spend time building AI use cases, not reinventing the wheel.

 Insurance Intelligence at Enterprise Scale



Built for Real-World Insurance Demands

FEATURES

<p>Composable Intelligence Layer </p> <p>Reusable models, data, logic, and business rules power consistent, scalable AI across all workflows.</p>	<p>Insurance-Native Context </p> <p>Ground every decision with deep domain expertise from policy, claims, underwriting, and more.</p>	<p>Agent Orchestration </p> <p>Coordinate AI agents across complex, multi-step insurance workflows.</p>
<p>Built-In AI Assurance </p> <p>Support trusted outcomes with explainability, auditability, and governance controls.</p>	<p>Open, Extensible Architecture </p> <p>Integrate flexibly across Duck Creek and third-party technology environments.</p>	

Why Carriers Win with Duck Creek



● Faster Speed to Market

Deploy pre-built agents and leverage insurance-native context instead of building from scratch. Move from concept to execution quickly, enabling teams to deliver meaningful outcomes in weeks, not quarters.

● Consistent Decisions Across the Enterprise

Ensure decisions align across workflows, reducing variability and improving accuracy enterprise-wide.

● Faster Regulatory Approval Cycles

Provide transparent, audit-ready outputs that help compliance and legal teams approve deployments faster.

● Lower Cost to Innovate

Leverage the platform's orchestration, integration, and governance infrastructure so teams build AI use cases, not the plumbing. Adopt AI capabilities incrementally with a cost model that aligns to usage, helping manage spend while scaling value.

● Confidence in Every Decision

Maintain visibility and validate AI-driven outcomes, strengthening governance while enabling broader adoption.

Performance at Scale

6.1x

Higher shareholder returns. Achieved by leading insurers compared to laggards

75%

Faster claims processing, reduce resolution time to 24-48 Hrs

20%

Cost savings over 2 years with AI-related productivity enhancements

6.1x: McKinsey, *Rewired and running ahead: Digital and AI leaders are leaving the rest behind*
 75%: European Journal of Computer Science and Information Technology,
AI in Insurance: Transforming Fraud Detection & Claims Processing through Salesforce Integration
 20%: EY, *How insurers are embracing customer-facing applications for GenAI*

Defining AI for Insurance

Access pre-built agents, connect to partners, or build your own. The platform grows with you without locking you in to a single vendor.

