

# Quadient and Duck Creek Partnership for Insurance

Providing our insurance clients with opportunities to grow and transform their customer experience is the cornerstone of what we do at Quadient®. The strategic partnership with Duck Creek allows us to extend that promise further within the insurance market globally, bringing CX and communication orchestration expertise to the core of the insurance business.

Quadient is the driving force behind the world's most meaningful customer experiences. Duck Creek Technologies is a leading provider of core system solutions to the P&C and General insurance industry. Quadient and Duck Creek offer integrated solutions to extend the capability of policy, billing and claims solutions in Life, Property and Casualty insurance to empower the business to control and customize every interaction as part of their enterprise customer communications objectives and CX strategy. With the ability to deliver to any channel, at any time, Quadient's industry-leading solution brings distribution capabilities to Duck Creek solutions, in addition to full orchestration of channel preferences and customer journeys.

Together, our unique joint capability and partnership provides insurers with the opportunity to accelerate transformation efforts across the business, implement and get to value with speed with compatible, and integrated solutions, allowing every customer to engage in exceptional, meaningful and personalized conversations with their carrier.



## EVOLVING WITH NEW COMMUNICATION CHANNELS AND CUSTOMER NEEDS

Quadient Inspire, an award-winning solution, enables organizations to centrally manage communications across the enterprise including customer communications from Duck Creek policy, billing or claims, and all other communication systems.

NEED ► RESEARCH ► QUOTES ► EVALUATION ► SELECTION ► APPLICATION ► PAYMENT ► CLAIMS ► EXPAND ► RENEW/CANCEL

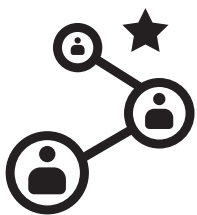
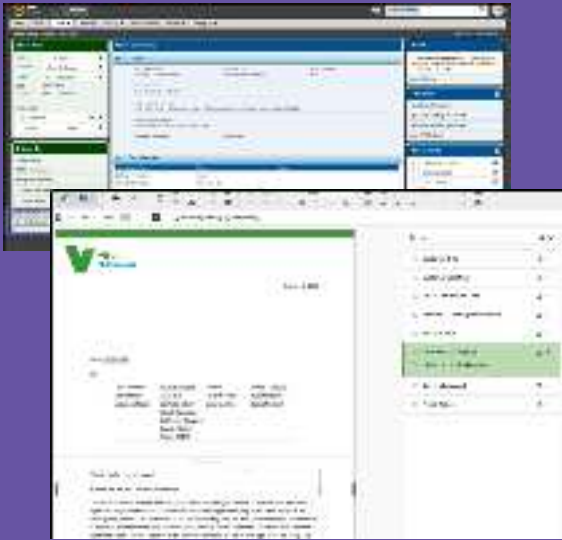




## Seamlessly-Integrated Communications

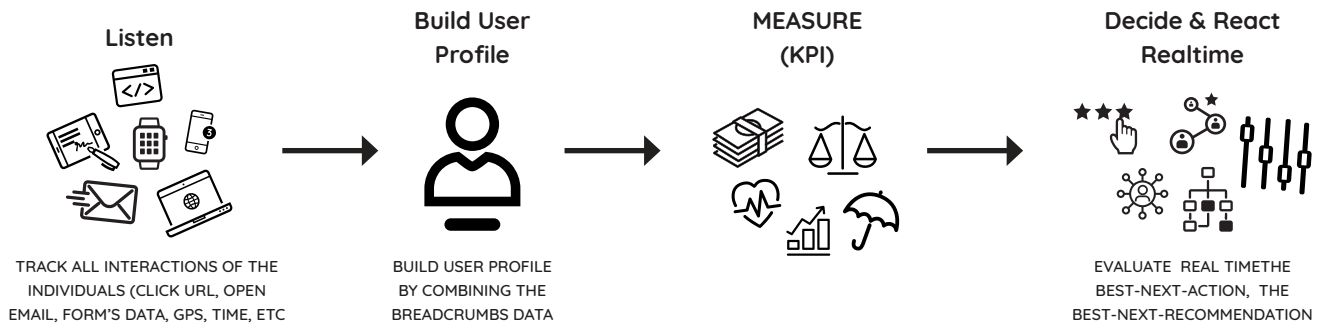
The integrated offering of Quadiant and Duck Creek streamlines business processes and approval workflows for any and all customer interactions, including:

- Enabling business users to personalize graphically-rich, dynamic communications with enterprise standard messaging, branding, and output capabilities.
- Duck Creek Claims users can quickly select standard communications which meet compliance requirements and distribute through any channel of preference.
- Full workflow and auditing capabilities for content owners.
- High-volume print and digital channel distribution with responsive design.
- Bringing new products to market quickly while retiring legacy systems and eliminating technical debt.
- Customer journey orchestration for real-time messaging to customers.



## Quadiant Customer Journey and Communication Orchestration

Quadiant's Customer Journey Explorer allows lines of business across the insurance organization to collaborate and build actionable customer journey maps that incorporate digital and physical communications for real-time CX improvement. Insurers are able to evaluate in real-time the next best action, the best next communication, and the next best recommendation by listening to and analyzing all individual interactions and acting based upon user profiles.



## Accelerate your Digital Transformation

As many insurers look to accelerate transformation initiatives across claims, underwriting and other areas, many remain frustrated at the time and resources required to migrate away from their legacy platforms onto newer, digital technologies. To resolve this challenge, Quadiant developed a unique approach that applies Artificial Intelligence, Machine Learning and Natural Language Processing to existing enterprise communications. InspireXpress is a template migration accelerator, offering a valuable solution for inventory analysis and document rationalization. This allows insurers to increase their speed to value by up to 70% during new implementations. InspireXpress starts with what enterprises have: existing output from legacy communication systems or the archive. It performs tens of millions of discrete comparisons across existing output to identify common content, determine potential variables and optimize this content into efficient templates.



InspireXpress in 90 seconds

PDF, AFP, PCL, PS, RTF, ...



InspireXpress

JLD Blocks

Template Reports, Inventory Assessment

Templates Build

quadiant Inspire ICM

Template Analysis

quadiant Inspire Interactive Designer

