



TECHNOLOGY AND CORE SYSTEMS

A Global Insurer Goes Live with Fresh Core Systems in Only Six Months

Expert implementation by Xceedance helped the client kick off its new system with modern and efficient digital tools.



The Client

Leading insurance provider in Australia and New Zealand

The Challenge

The client wanted to upgrade its legacy system to a modern platform and integrate the existing external rating system within the newly built system. They wanted to integrate the new platform with their existing vendor system, a new payment gateway, and set up a data warehouse for reporting and auditing purposes.

The client wanted to develop a custom renewal migration approach for migrating the existing legacy policy to the Duck Creek system. They wanted to integrate Duck Creek as a virtual underwriting application, interacting with the broker portal to perform activities such as quoting, binding, endorsing, referring, billing, renewing, and mid-term broker changing involving minimal human interaction.

Our Solution

The client was able to make use of modern features supported by the Duck Creek Policy Administration and billing systems. They were able to use a common external rating system for both commercial and personal lines of business, integrate the new payment gateway, and establish a data warehouse for reporting and auditing, which was not previously possible.

To execute the multi-layered transition to the Duck Creek Platform, Xceedance was chosen as the systems integrator. Through a customized process developed between the client, Duck Creek, and technology partner Xceedance, the transition to the broker network's platform was achieved seamlessly.

Due to the flexible and low-code configuration of the Duck Creek Platform, complete implementation took less than six months despite the pandemic-led challenges. The project team operated around the clock and around the globe with Xceedance personnel involved in the U.S., India, and Australia, contributing to the speed with which the integration was accomplished.

The project was an Australian first, implementing three product lines and a new policy system, integrated with a new communications layer and data migration, in only six months.

Xceedance also performed end-to-end integration testing and certification with existing broker applications before going live. The Xceedance team is currently providing post-production support and maintenance.

Proven Results

The Xceedance team delivered three products (home, landlord, motor) created from the country layer, nine customized screens, 130+ underwriting rules, task queues per product, custom transactions, custom status, custom referral process, multiple payments and commission plans, multiple custom batch processes with 7+ integrations, and support for the Australian region.

"Credit was due to Xceedance, which invested over and above the project requirements in personnel and other resources to ensure success," said Shaji Sethu, Managing Director for APAC at Duck Creek Technologies. "It was an incredible effort to understand the requirements and go back and forth to build the platform in a virtual environment with time zone differences."



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