xceedance

TECHNOLOGY AND DIGITAL

Driving Better Value with Duck Creek Implementation

Sustainability is inextricably linked to value creation. This is particularly true in this era of digital disruption and holds significant value for the insurance industry. The global Insurtech industry has seen robust growth in recent times, propelled by the evolving technology landscape that is focused on discovering innovative ways to accelerate speed to market. Insurtech companies often arrive with a digital DNA that pervades all operations, including claims and service, from the start. This paradigm shift has given rise to a new norm where policyholders expect digital claims to be processed within a mere 24 hours.

However, the status quo established by the homegrown systems can no longer meet the personalized demands that Gen Z and Millennials have come to expect. This is causing traditional insurers to recalibrate their strategies and invest in technology and partners. They are eager to bridge the gap using the latest in Insurtech and finding solutions to newer consumer demands. The legacy mindset needs to adapt to the new normal to address geopolitical risks, cyber security concerns, supply chain impacts, and catastrophic events putting significant pressure on expense ratios, profitability, and premiums. Forward-thinking digital-first organizations, on the other hand, are flexible to execute new initiatives, but having the right technology in the stack is critical.

At this intersection of insurance with technology, Xceedance is blazing new trails, providing a comprehensive suite of services that reshape the very core of insurance operations. With a commitment to delivering excellence, we are assisting insurance companies with **their way forward**, offering strategic consulting, managed services, and cutting-edge technology solutions to insurers worldwide. A deep domain expertise and a wide range of capabilities across the insurance value chain is what customers receive when we partner to transform existing workflows into streamlined efficiencies by deploying agile and smart solutions that significantly lower the total cost of ownership.

Precision, Prowess, and Performance

Amid this digital revolution, the venerable Insurtech solution Duck Creek embodies a legacy that empowers insurers to not just adapt to change but to drive it. Duck Creek's enterprise software-as-a-service solution in conjunction with an SI partner such as Xceedance allows insurers to realize their technology ambitions while mitigating their risk profiles at a lower Total Cost of Ownership. The platform facilitates comprehensive policy, billing, claims, and distribution management in the cloud, enriched by deep analytics and digital client engagement. The strategic partnership between Xceedance and Duck Creek amplifies this transformative potential, given our implementation expertise garnered from scores of engagements over the past few years.

The concept of "hybrid solutions," such as Duck Creek OnDemand, presents an "off-the-shelf" platform that not only encompasses functionality-rich solutions and content across the insurance lifecycle but also offers remarkable flexibility through low-code configuration tools, pre-built integrations to the broader ecosystem, that are constantly updated with new features. Insurance carriers can navigate uncertainties and seize market opportunities faster with Duck Creek's enterprise software-as-a-service solution.

Pioneering a Future of Boundless Potential

As insurers navigate the complexities of modernizing their operations, minimizing downtime, data loss, and operational disruptions becomes paramount. As such, the importance of a seamless implementation process for Duck Creek's solutions emerges as a cornerstone for unlocking the solution's full potential. A meticulous implementation process guarantees that all features are not only deployed but also optimized to fit the insurer's unique needs, allowing them to harness the full range of Duck Creek's potential. At Xceedance, we pride ourselves on an impeccable track record of implementing intricate and transformative solutions using the Duck Creek suite. Our efforts have traversed the entire insurance value chain, with our experienced teams addressing specific pain points while integrating seamlessly with existing systems, workflows, and regulatory requirements.

Our Duck Creek Implementation capabilities are best equipped to deploy the following core modules:

Policy

The Xceedance team leverages Duck Creek Policy to craft insurance products aligned with today's dynamic, customer-centric world. The integrated development environment empowers the creation and configuration of manuscripts and custom forms, pages and skin modifications, user role management, rule establishment, and ratings.

Claims

The team employs Duck Creek's complete admin and workflow modules to assist clients in managing claims of any complexity by configuring and customizing their workflows and business rules. Databases, product consoles, and rule-based communication triggers, as well as any third-party integrations, are adjusted to a client's specific requirements to enhance claims offerings for adjusters and claims handlers.

Billing

The team harnesses Duck Creek Billing to design streamlined payment plans and communication routes for their clients. Insurance carriers benefit from the convenience of automation in both customer payment allocations and agent commission pay-outs, all securely encrypted through the client's preferred channel.

Insights

We also tailor Duck Creek Data Insights to customize clients' product-specific data requirements for rapid implementation, facilitated by their patented Data Insights accelerators.

Accelerators

Some of the accelerators that Xceedance has created with its own expertise include:

Extract Mapper Manuscripts

Xceedance is adept at crafting Extract Mapper manuscripts that ensure smooth data extraction and transformation, streamlining processes and enhancing operational efficiency.

Map2Code Configurations

Xceedance brings the client's vision to life with Map2Code configurations that align with the insurer's specific requirements, transforming complex processes into seamless workflows.

Product Customizations

The Xceedance team tailors product customizations to the insurer's precise needs, ensuring specific solutions crafted for unique business needs.

Downstream Data Feeds

Xceedance helps to seamlessly integrate the insurer's systems with precision. Their downstream data feed solutions ensure data accuracy and continuity, supporting robust decision-making.

Business Analytics and Reporting

Xceedance uses Duck Creek Data Insights to configure clients' product-specific data needs that drive progress. Their business analytics and reporting solutions provide clear visibility into the client's operations, empowering strategic decisions.

Our commitment to excellence in Duck Creek implementation is reflected in the extensive number of professionals, exceeding 100, who have successfully completed the highly coveted Duck Creek Certification. This achievement signifies a deep understanding of the intricacies of the platform, enabling our team to implement solutions with precision, efficiency, and effectiveness. We also take things a step further with a 25-member team holding the distinction of being Duck Creek Insights Certified professionals, a number that surpasses those associated with our competitors.

Key Features of our Duck Creek Capabilities:

The Only Tech-Enabled Insurance SI

Xceedance is the only tech-enabled insurance-focused system integrator to enable a fast and fully tested implementation, backed by strong domain expertise and technology skills. More than 600 years of Insurance experience and a tech team with 70% insurtech experts allows Xceedance to create accelerators for faster implementation.

Rapid Implementation

With an in-depth knowledge of Duck Creek's offerings and a steadfast commitment to excellence, the team at Xceedance executes implementations with surgical precision. Be it policy administration, claims processing, underwriting, or advanced analytics, the team at Xceedance ensures that every aspect of Duck Creek's solutions is integrated seamlessly into their clients' operations to deliver enduring value.

Value Beyond Implementation

We empower clients with a diverse spectrum of specialized Duck Creek capability solutions designed to propel their insurance operations forward, ranging from end-to-end implementation to platform upgrades, data migration, and post-production maintenance. Its innovative cloud-based, end-to-end model, coupled with the power of Duck Creek, harmoniously aligns to future-proof its clients' operations and effectively respond to the evolving demands of contemporary consumers.

Seamless Implementation: The Cornerstone of Transformation

As an Insurtech enterprise, Xceedance has several illustrations of our expertise and ingenuity through an impressive array of past implementations. One of these involves the strategic partnership with **Hollard Insurance** where our team was part of the customer's transformation journey. It underscores our ability to navigate complexities and deliver tailored solutions with remarkable precision and innovation. The team also demonstrated its exceptional capability as a systems integration partner by orchestrating the seamless transition of Hollard's personal, motor, home, and landlord insurance lines to the Duck Creek Platform. With a remarkable display of adaptability and flexibility, the team managed the complex integration, leveraging Duck Creek's low-code platform to enable rapid product launches, operational automation, and controlled business growth.

Agility in Execution is at the Core

Deploying Duck Creek through Xceedance follows a meticulous process that encompasses several methodologies and best practices to ensure successful implementation. The process encompasses:

Discovery and Requirements Gathering

A thorough understanding of client needs is essential. Xceedance collaborates closely with clients to capture requirements, identify pain points, and define the scope, in support of shaping the strategy.

Configuration and Customization

Xceedance tailors Duck Creek's capabilities to the specific requirements of each client. This involves configuring lines of business, products, forms, and rules.

Testing and Quality Assurance

An assembly test is conducted including unit testing, integration testing, and product testing. This ensures that the solution works correctly when integrated into a complete application.

Data Migration and Integration

Smooth integration with existing systems and data sources is crucial. Xceedance employs best practices to migrate data and ensure data integrity.

UAT

This ensures that the application meets stakeholder requirements and performance targets.

Training and Knowledge Transfer

Comprehensive training sessions are conducted to equip users with the skills needed to operate the system effectively. Knowledge transfer ensures self-sufficiency.

Go-Live and Post-Deployment Support

The solution is deployed in a controlled manner to confirm operational readiness and transfer to the SaaS production cloud. Xceedance provides immediate support post-go-live to address any issues including monitoring, reporting, incident management, product updates, and platform upgrades to ensure a smooth transition.

Continuous Improvement

Xceedance emphasizes ongoing optimization, collecting feedback from users, monitoring system performance, and making iterative improvements.

A Blueprint for Unprecedented Success in the Insurtech Landscape

As the Insurtech landscape surges forward, Xceedance remains steadfast in its mission to propel clients towards elevated horizons. Its strategy is built on innovation, expertise, and customization, ensuring that its clients not only navigate challenges but become architects of change.

The symbiotic partnership between Xceedance and Duck Creek Implementation yields the following significant efficiency gains for insurers:

40% **Forms Development Time Reduction**

The streamlined approach to forms development translates to swift implementation, allowing insurers to bring new products to market faster than ever before.

30% **Less Time to Add New Coverages**

Xceedance values agility. These efficient methodologies empower insurers to respond to market demands rapidly. With a 30% reduction in time to add new coverages, insurers can adapt and innovate without delay.

50% **Effort Savings for Duck Creek Insights Unit Testing**

Leveraging its intricate understanding of Duck Creek Insights, Xceedance has fine-tuned its unit testing processes. This translates to remarkable effort savings, freeing up the insurer's resources to focus on what truly matters – advancing the business.

In Conclusion...

Xceedance has merged Duck Creek's capabilities with robust technological prowess to ensure a smooth implementation. This synergy allows our team to add value in tech implementation as well as domain solutions. Distinguished by its exclusive dedication to the realm of insurance, the Xceedance team working on the Duck Creek platform stands as a testament to the confluence of proven consulting acumen and robust technology skills, a unique blend that has positioned the company as a trustworthy partner for Duck Creek implementation, rendering the process smarter and swifter. With Duck Creek as a transformative ally and Xceedance as a strategic partner, insurers can embrace a future of resilience, agility, and unmatched success in the ever-evolving world of insurance technology.