



TECHNOLOGY AND DIGITAL

# Driving Better Value with Duck Creek Implementation Globally



Existing homegrown systems can no longer meet Gen Z's and Millennials' personalized insurance demands. Traditional insurers are reevaluating their strategies and investing in technology and partnerships to bridge this gap and cater to evolving consumer expectations. They must adapt to the new normal and embrace a forward-thinking, digital-first approach to navigate the challenges and opportunities of the digital age.

Amid this digital revolution, Duck Creek Technologies is empowering insurers to adapt to change and drive it. Duck Creek's enterprise software-as-a-service (SaaS) solution enables insurers to realize their technology goals while mitigating risk 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 concept of "hybrid solutions," exemplified by Duck Creek OnDemand, offers a platform that includes functionality-rich solutions and content spanning the insurance lifecycle. It also provides remarkable flexibility through low-code configuration tools and pre-built integrations to the broader ecosystem, regularly updated with new features.

With Duck Creek's enterprise SaaS solution, insurance carriers can navigate uncertainties and seize market opportunities faster.

## Unlocking Duck Creek's Full Potential

As insurers modernize their operations, minimizing downtime, data loss, and operational disruptions becomes paramount. Therefore, 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 ensures all features are deployed and optimized to align with the insurer's unique requirements, enabling them to harness the full range of Duck Creek's capabilities.

At Xceedance, we have a proven track record of implementing intricate and transformative solutions using the Duck Creek suite. Our efforts span the entire insurance value chain, with our experienced teams addressing specific pain points while ensuring seamless integration with existing systems and workflows and meeting regulatory requirements.

Our Duck Creek implementation capabilities are well-suited to deploy the following core modules:



### Policy

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



### 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 payouts - all securely encrypted through the client's preferred channel.



### 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, rule-based communication triggers, and third-party integrations are adjusted to the client's requirements to enhance claims offerings for adjusters and handlers.



### Reinsurance

Xceedance is the leading partner for Duck Creek Reinsurance implementation, helping clients maximize recoveries, minimize claims leakage, and centralize policies. Our teams ensure efficient claims and event management via diverse reinsurance structures. Automated regulatory reporting, including Schedule F Part III, enhances operational efficiency.

We facilitate rapid implementations using in-house accelerators, including:



**Forms Development**

Streamlined development and configuration of forms, leading to up to a 40 percent reduction in development time and cost.



**Extract Mapper Manuscript Scanning**

Scans Duck Creek Extract Mapper manuscripts to identify mapping rules, source, target field details, and more.



**UW Signature Upload**

Enables underwriter signatures to be directly uploaded to the server using integrated functionality added to Duck Creek Express.



**Extract Mapper Code Quality Checker**

Validates adherence to coding best practices for Duck Creek Extract Mapper manuscripts and offers suggestions, reducing code review effort by 90%.



**Extract Mapper Configurator**

Automates Duck Creek Extract Mapper mapping using built-in rules and generates PL101, facilitating one-click updates to Extract Mapper manuscripts.

Our commitment to excellence in Duck Creek implementation is reflected in our extensive team of 100+ Duck Creek-certified professionals. Additionally, a 25-member team is certified in Duck Creek Insights. This demonstrates our deep understanding of the platform's intricacies, enabling our team to implement solutions precisely and efficiently.

## Industry-Leading Experts in Duck Creek Services

Our technology team consists of 70% insurtech experts, and the experienced insurance professionals at Xceedance enable insurers, reinsurers, brokers, and program administrators worldwide to enhance policyholder service, enter new markets, boost workflow productivity, and improve profitability.

With a thorough understanding of Duck Creek's offerings and a commitment to excellence, our 300+ Duck Creek experts execute implementations precisely. Whether it's policy administration, claims processing, underwriting, specialty lines, or commercial lines implementation, our

experts ensure seamless integration of every aspect of Duck Creek's solutions into client operations. We have also built a comprehensive insurance testing bank with over 3000 scenarios to guarantee dependability, security, and superior end-user experience.

Our innovative cloud-based, end-to-end deployment model, combined with Duck Creek's robust SaaS offering, aligns seamlessly with future-proofing client operations, meeting the evolving demands of contemporary consumers and delivering lasting value.



**New Product Configuration**

Enables businesses to deploy new products rapidly and seamlessly, differentiating themselves and staying ahead of the competition.



**Headless Implementation**

Creates unique, personalized customer experiences that redefine the insurance services landscape.



### Platform Upgrade

Ensures a smooth transition from legacy systems and processes to advanced platforms, enabling insurers to leverage next-generation technologies and better serve customers.



### Capacity Addition

Assists underwriting teams in increasing capacity through data-driven insights and risk assessment.



### Production Support

Provides expert post-conversion production support with Duck Creek capabilities, helping businesses optimize core systems operation and achieve efficiencies.



### QA Testing

Helps businesses provide digitally secure, hassle-free, personalized customer experiences.



### Renewal Migration

Facilitates seamless policy continuity during transitions and upgrades, preserving data integrity.



### Migration to Duck Creek OnDemand

Assists insurers and MGAs in migrating to Duck Creek OnDemand, reducing TCO, prioritizing business objectives, and enhancing speed to market.

The symbiotic partnership between Xceedance and Duck Creek Implementation results in significant efficiency gains for insurers, including:



#### Reduction in Forms Development Time

Streamlined forms development enables swift implementation, allowing insurers to bring new products to market rapidly.



#### Effort Savings for Duck Creek Insights Unit Testing

Refined unit testing processes for Duck Creek Insights lead to substantial effort savings, enabling insurers to focus their resources on advancing their business.



#### Reduction in Time to Add New Coverages

Xceedance prioritizes agility, empowering insurers to respond quickly to market demands. Reduction in the time required to add new coverage options allows insurers to adapt and innovate quickly.

## Hollard Gets a Brand New Core System in Just Six Months

As a tech-enabled, insurance-focused system integrator (SI), Xceedance showcases its expertise and ingenuity through a diverse portfolio of past implementations. A notable example is our strategic partnership with Hollard Insurance, where our team played a crucial role in the customer's transformation journey. Our team demonstrated

exceptional capability as a systems integration partner by seamlessly transitioning Hollard's personal motor, home, and landlord insurance lines to the Duck Creek Platform. We leveraged Duck Creek's adaptable and flexible low-code platform to facilitate rapid product launches, operational automation, and controlled business growth.

# Agility in Execution is Crucial

We meticulously incorporate various methodologies and best practices to ensure successful implementation. This process includes:



## 01 Discovery and Requirements Gathering

Collaborate closely with clients to capture requirements, identify pain points, and define the scope, contributing to the shaping of the strategy.



## 02 Configuration and Customization

Customize Duck Creek's modules to meet each client's requirements. This involves configuring lines of business, products, forms, and rules.



## 03 Testing and Quality Assurance

Rigorous testing, including unit testing, integration testing, and product testing, ensures the solution functions correctly when integrated into a complete application.



## 04 Data Migration and Integration

Employ best practices to migrate data and maintain data integrity.



## 05 UAT (User Acceptance Testing)

Ensure the application meets stakeholder requirements and performance targets.



## 06 Training and Knowledge Transfer

Conduct comprehensive training sessions to equip users with the skills to operate the system effectively. Knowledge transfer promotes self-sufficiency.



## 07 Go-Live and Post-Deployment Support

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



## 08 Continuous Improvement

Place a strong emphasis on ongoing optimization, collecting feedback from users, monitoring system performance, and making iterative improvements.

Xceedance combines Duck Creek's capabilities with robust technological expertise to ensure a smooth implementation. With its insurance-only focus, our team working on Duck Creek projects represents a fusion of proven consulting acumen and powerful technology skills. This unique blend positions the company as a trusted partner for Duck Creek implementation.

With Duck Creek as a transformative ally and Xceedance as a strategic partner, insurers can embrace a future characterized by resilience, agility, and unparalleled success in the ever-evolving world of insurance technology.

Learn how Xceedance can help your organization navigate complex market challenges, manage rapidly-evolving policyholder expectations, boost regulatory compliance, and kickstart enterprise transformation. Ready to find your way forward? Reach out to us at [contact@xceedance.com](mailto:contact@xceedance.com) to get started.



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