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TECHNOLOGY AND DIGITAL

Hollard Gets a Brand New Core System in Just Six Months

Australia's Hollard Insurance kicked off a new core system with a suite of innovative and efficient digital tools in lieu of its legacy systems within just six months

The Client

Hollard Insurance Company Pty Limited (Hollard) is one of the top insurance providers in Australia and New Zealand providing the full range of general insurance products, including motor, home, landlord, contents, business, pet, and travel.

The Challenge

Hollard wanted to integrate the new platform with their legacy vendor system, create a new payment gateway, and set up a data warehouse for reporting and auditing. In addition, they sought to integrate their existing external rating system, already operating for commercial and personal lines, with the new process. Additionally, the insurer sought to develop a custom renewal migration process for moving their existing legacy policies into the new system.

The company chose the Duck Creek solutions suite and sought to integrate it as a virtual underwriting application that interacts with the broker portal to carry out activities such as quoting, binding, endorsing, referring, billing, renewing, and mid-term broker changing. The objective was to accomplish all of this with minimum human interaction. A major challenge was to identify a systems integrator with not only the requisite technical skills but also with deep knowledge and expertise of the insurance industry's functioning itself.

Our Solution

Xceedance global team spanned Australia, the US, and India. Their combined 600+ hours of Duck Creek implementation experience helped move the client to the latest Duck Creek Policy Admin platform, Duck Creek Billing platform, Duck Creek Party, Data Hub, Message Hub, and .NET. Taking full ownership, they ensured close cooperation between business, data, and testing teams. The implementation of policy, billing, data insights, Azure Logic Apps, and renewal migration was completed in six months with vital support from Xceedance subject matter experts. Functional, regression, and performance testing also took place with the client's Testing Center for Excellence.

The Duck Creek Platform's flexibility and low-code configuration, combined with the team's round-theclock efforts across three locations, expedited the implementation. This groundbreaking project marked the first instance in Australia where an insurer simultaneously implemented three product lines, a new policy system, and an integrated communication platform, and completed data migration in just six months.

Proven Results

- Headless implementation enabled straight-through processing with a well-known brokerage platform

- Delivered within the defined budgets and schedule and successfully managing production support ever since

- Delivered three products covering home, landlord, and motor insurance for the client while creating country layers

- Created customized screens and underwriting rules, task queues per product

- Provided capabilities around custom transactions, custom status, custom referral processes, and multiple payment and commission plans

- In addition, the new system provided for multiple batch processes with integrations and support for the Australian region

- Performed end-to-end integration testing and certification with existing broker applications before going live

- Continued post-production support and maintenance

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