Duck Creek OnDemand

Duck Creek OnDemand provides a comprehensive SaaS solution to the P&C insurance industry, offering delivery of the full Duck Creek Suite, including Rating, Policy, Billing, Claims, Insights and all other Duck Creek products.

EXECUTIVE SUMMARY

The increase in internet connectivity across the enterprise and consumer markets has set the stage for a significant advancement in digital technology. In our current fast-moving technology world, cloud computing is now being used across the globe by businesses to provide improved access to more and better data, better customer experiences, greater security and usage-based payment models. Employing progressive technologies, customers can optimize outcomes and enhance engagement through advanced digital and data capabilities and integrated functionality, all delivered in the cloud.

Property and casualty (P&C) insurance companies have not sat idly by. Faced with increasingly tough competition, carriers have ratcheted up their investments in digital platforms and applications, maximizing operational efficiencies and growing profits in the most cost-effective way possible.

By implementing Duck Creek OnDemand, the company's software as a service (SaaS) solution for the P&C insurance industry, any carrier can achieve greater speed to market as well as increase the quality of its customer experience.

This white paper delves into Duck Creek OnDemand benefits—digital transformation, driving cost efficiency, infrastructures modernization and speed to market, to name just a few. With that in mind, we recommend Duck Creek OnDemand to any carrier exploring the implementation of new core technologies.

BUSINESS CHALLENGES

Today, P&C insurers face challenges that include cost optimization, infrastructure management, shifting customer needs, regulatory updates, market complexity and fluctuating growth and investment strategies.

These are just a few of the factors significantly influencing the P&C insurance business today:

- Volatile markets

- Increased competition

- Regulatory pressure

- Changing customer preferences and behaviours

- New and evolving technologies

Challenges:

Flexibility: Legacy systems are inflexible and difficult, if not impossible, to upgrade, with high maintenance costs and extensive resource dependencies.

Real-time processing: Real-time processing is becoming the norm for doing business; consumer expectations are being shaped by other industries that heavily leverage the use of smartphones, tablets and personal computers, all of which are deeply ingrained in today's society.

Consolidation of platforms: Insurers with many disparate systems and interfaces (Policy, Billing, Rating, Claims, Data, etc.) have difficulty keeping them in harmony.

Infrastructure cost: Maintaining servers that frequently operate at maximum capacity carries high capital and resource costs.

Insurers need to establish a competitive edge to attract and retain their customers. But how can they offer innovative products, get them to market quickly and provide superior customer experiences while managing their core businesses with focus and agility?

In addition to market-driven concerns, reducing operational and infrastructure costs has become one of the key priorities for insurers, allowing them to reinvest in their businesses to drive growth. How can insurers streamline their infrastructures and reduce operating costs by implementing new technological solutions?

WHY SAAS?

Cloud hosting provides insurers with opportunities to take advantage of flexibility, scalability, security, real-time information, virtualization and reduced infrastructure expenses with more affordable models. Going a step beyond, SaaS allows carriers turn day-to-day IT operations, regular software updates and, in some cases, third-party integrations over to their core systems vendor.

Benefits of SaaS for the P&C insurance industry:

- Cost savings, with lower infrastructure and technology management expenses

- Increased elasticity and scalability of operations

- Faster implementations and faster time to market

- Reduced operational maintenance costs and resources

- Enhanced security and resilient disaster recovery options

- Freedom for your IT staff to innovate, rather than focus on server maintenance and issue triage

- Ease of integrations

- Greater opportunities for digital transformation

- Continuous upgrades of ISO / NCCI / AAIS templates

BASIC CLOUD HOSTING MODELS:

Public Cloud

- Shared hosting environment operated by a third-party service provider

- Hardware, storage and network devices shared with other organizations

- Off-premises

- Mostly used for web-based email, online office applications, storage and testing and development environments

Private Cloud

- Dedicated hosting, exclusively owned by one business or organization

- Services and infrastructure always maintained on a private network with dedicated hardware and software

- On-premises (corporate data center or third-party service provider)

- Mostly used in business-critical operations, government agencies, financial institutions and other midsize and larger organizations

Hybrid Cloud

- Blend of dedicated hosting and shared hosting

- Data and applications can move between private and public clouds for greater flexibility and deployment options

- Off-premises and on-premises

- On-premises servers can be used for sensitive, critical operations; off-premises servers can be used for high-volume, lower-security needs

DUCK CREEK ONDEMAND

Duck Creek OnDemand provides a comprehensive SaaS solution to the P&C insurance industry, offering delivery of the full Duck Creek Suite, including Rating, Policy, Billing, Claims, Insights and all other Duck Creek products. OnDemand includes management of commercial templates, Customer 360, workflow and task management, configuration, Product Studio, test automation center and more.

Duck Creek OnDemand takes care of physical infrastructure, infrastructure hardware, network security, virtualization, virtual machine management, infrastructure software, software upgrades and issue triage, leaving carriers free to focus on managing their insurance products.
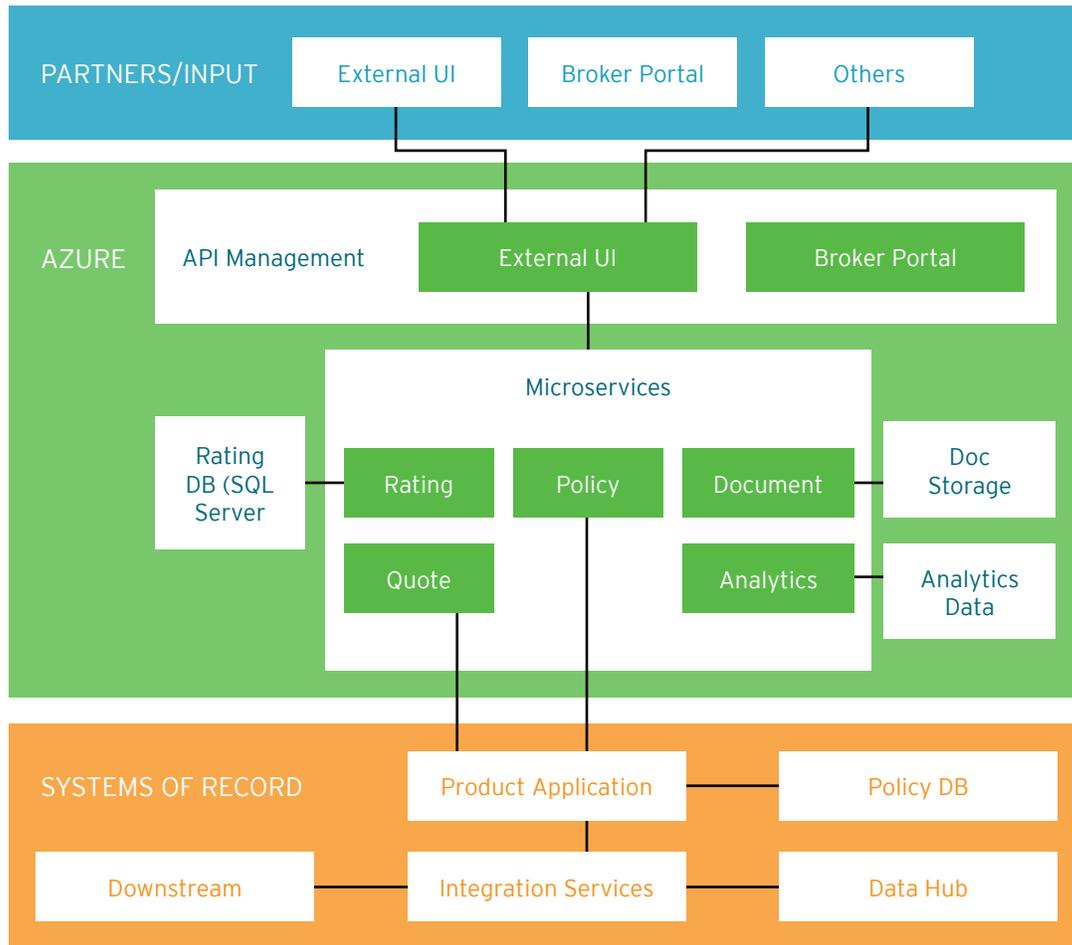
Duck Creek OnDemand benefits include:

- Robust integrations with third-party services

- Eliminated burden of software, server and infrastructure maintenance

- Secure, reliable Microsoft Azure cloud hosting—used by 90% of the Fortune 500

- Direct deployment in the cloud

- Increased productivity with no environment setup wait time

- Increased business continuity

COGNIZANT AS A PARTNER

As a Platinum Delivery Partner in Duck Creek Technologies' Global Alliance Program, Cognizant provides Duck Creek customers with trained and certified professionals, ensuring comprehensive product knowledge and consistent delivery of Duck Creek OnDemand. Cognizant also helps their clients by transitioning current Duck Creek on-premises installs to OnDemand—without losing any business data, rules, or product configurations.

Cognizant has the rich technology and industry expertise to assist any company in achieving the best possible outcome for its Duck Creek OnDemand integration project.

HOW DIFFERENT SYSTEMS AND COMPONENTS INTERACT IN DUCK CREEK ONDEMAND

PARTNERS/INPUT
- External UI
- Broker Portal
- Others

AZURE
- API Management
- External UI
- Broker Portal
- Microservices
  - Rating DB (SQL Server)
  - Rating
  - Policy
  - Document
  - Doc Storage
  - Quote
  - Analytics
  - Analytics Data

SYSTEMS OF RECORD
- Product Application
- Policy DB
- Downstream
- Integration Services
- Data Hub

BUSINESS-PROCESS-AS-A-SERVICE (BPAAS)

Cognizant's business process as a service (BPaaS) offering can provide the scale and flexibility to support insurers' present and future business while keeping costs down. This cloud-based solution leverages our best-in-class platform for expansive on-premises implementations of the Duck Creek suite of P&C insurance software.

DUCK CREEK ONDEMAND VALUE-ADDED SERVICES

There is always a need for speed to market in new product introductions and existing product enhancements and maintaining consistency and quality throughout is key. Our primary focus is providing insurers with reduced total cost of ownership, reduction in IT infrastructure costs, standardization and efficient, optimized processes. Transferring to Duck Creek OnDemand allows carriers to focus their IT resources on business growth rather than system maintenance and upgrades.

DUCK CREEK ONDEMAND VALUE ADDED SERVICES:

Own cloud instance	End-to-end SaaS solution	Multiple Duck Creek upgrades per year	Resilient solution-redundant backup and failover mechanisms
Holistic security-encryption, third party firewalls and preferred connectivity options	Multiple options to test, connect and deploy according to customer-specific needs	Automated provisioning and dynamic infrastructure scaling	Monthly ISO, AAIS and NCCI content updated via circulars
24x7 helpdesk support and incident management online, via email, or by phone	Dynatrace for application monitoring	Real-time performance monitoring and alerts	Pre-built third-party integrations

COGNIZANT EXECUTION METHODOLOGY

Explore

- Understand cloud delivery for the P&C insurance industry

- Identify target lines of business (commercial, personal, etc.) and applications (policy administration, claims, billing, underwriting, etc.)

- Develop hypotheses to solve business problems; prioritize and test these hypotheses

- Evaluate cloud solutions to explore benefits, partnerships, investment

Define

- Develop use cases for the prototype, based on chosen hypotheses

- Develop business case(s) for the chosen scenario

- Start small by quickly ideating, prototyping and validating the selected hypothesis with business and technical users

- Modify the prototype based on feedback; update product and service concepts as needed

Scale

- Based on prototype results, establish partnerships with key providers; outline the cost structure

- Develop business cases, considering revised scale of business; define key performance indicators to monitor success

- Develop measurable/achievable roadmaps; determine operational and technological requirements and investments

- Analyze regulatory impact; proceed with larger-scale pilots

The first step to implementing Duck Creek OnDemand is to determine what Duck Creek solutions will be needed when transitioning from legacy applications to OnDemand. If a carrier is starting from scratch, we recommend the full Duck Creek Suite is chosen for development and implementation. Next is to determine a client roadmap to plan a timetable for transitioning existing applications or products to OnDemand.

Cognizant can implement Duck Creek OnDemand with connections to your current secure network environment and enable integration channels between the two. We focus on implementation, support and maintenance, while Duck Creek provides OnDemand solutions and services.

RISK HANDLING

Insurance carriers are always concerned about the risks that may be involved in ensuring accurate movement of data to new infrastructure systems. Cognizant's solution leverages cloud support, enriched with experience from current conversions for leading insurers, that helps minimize risk, optimize cost and achieve completion within an optimal timeframe.

Cognizant will work with a carrier to determine if a staggered approach to moving to OnDemand may be appropriate, moving core systems such as rating and policy first, followed by remaining services/ functionalities such as third-party integrations at a later time.

STANDARDIZED PROCESS

As part of our end-to-end services offering, Cognizant helps insurers measure and achieve positive movement on key metrics to transform their business. Cognizant routinely exceeds our contractual obligations for key service level agreements such as average handling time and customer satisfaction metrics, all while lowering operating costs.

INTERFACES AND INTEGRATION LANDSCAPE

Cognizant has successfully completed dozens of third-party integrations for Duck Creek customers including:

- Forms vendors/applications
- Downstream reporting
- Reservation applications
- Property risk services
- Inspection services

No integration has been too large or complicated to be completed.

COGNIZANT'S VALUE-ADDED SERVICES

Cognizant's Duck Creek implementations, consulting and maintenance engagements have been comprehensive, inclusive of all facets of the Duck Creek Platform:

Comprehensive Inheritance Models	Factory Model Development	Implementation Playbooks	Tech Foundation and Cloning
Upgrades	Development Accelerators	Integrations	Duck Creek Anywhere APIs / Connectors
Duck Creek Insights	Support and Maintenance	Data Migrations	Service Enablers

Experience Snapshot

- 80+ Insurance and Financial Services clients in over 100 product instances

- 2500+ product professionals of which 1500 focus on P&C products

- Additional 1000+ product testers and integration specialists

- Insurance domain focused professionals

- 50% AICPCU P&C certifications

- 95% Cognizant university certifications

- 300+ Duck Creek professionals

- Presence in U.S, Europe and India geographies

- Multilevel experience and exposure mix

- Dedicated Duck Creek Product-testing practice

- 100+ testers with Duck Creek experience

Service Offerings

- Professional services

- Product configuration, customization, AMS and ADD

- Implementation, consolidation, conversion and upgrades, integration

- Advisory services

- Product evaluation services

- Transformation strategy and roadmapping

- Platform services

- Unified insurance platform for small and medium P&C carriers providing BPaaS

Service Enablers

- Process, governance and tools

- Solution accelerators

- Skilled resource pool

- Training and certification

- Partner network

- Integrated product COEs

- Framework for new product competency development (iPCD)

Competency Development

- Internal structured training and certification program— Cognizant Academy

Competency Development

- In-house Duck Creek knowledge transition and training material repository

- Concrete Project Repository to retain and reuse prior experience

MOVE FROM LEGACY SYSTEMS TO ONDEMAND

Duck Creek Offerings	Cognizant Offerings
• Cloud infrastructure • Security • End-to-end SaaS • Security and monitoring • Duck Creek platform changes • Software upgrades • Third-party integrations	• Requirements analysis and design • Rules extraction • Migration strategy • Product configuration • Integrations • Testing of systems • Deployments • Production support • Upgrade support

NEW APPLICATION (GREENFIELD)

Duck Creek Offerings	Cognizant Offerings
• Cloud infrastructure • Security • End-to-end SaaS • Security and monitoring • Duck Creek platform changes • Software upgrades • Third-party integrations	• Requirements analysis and design • Product configuration • Integrations • Testing of systems • Deployment • Upgrade support • Production support

MOVE EXISTING DUCK CREEK SOLUTIONS TO ONDEMAND

Duck Creek Offerings	Cognizant Offerings
• Cloud infrastructure • Security • End-to-end SaaS • Security and monitoring • Duck Creek platform changes • Software upgrades • Third-party integrations	• Requirements analysis and design • Code Migration • Product configuration • Integrations • Deployments • Testing of systems • Production support • Upgrade support

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ABOUT COGNIZANT

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 205 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.

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