Cognizant | Duck Creek Technologies

Cognizant and Duck Creek

Helping P&C insurers accelerate business transformation

Property and casualty (P&C) insurance is an old business. Some historians trace the origins of the modern P&C industry back to the Great Fire of London in 1666, after which urban planners established one of the first insurance offices to manage future risks.

Over time, the P&C industry has evolved to meet changing needs. P&C systems, however, have not always kept pace. As a result, many insurers are saddled with legacy IT systems at a time when customers and competitors alike are embracing more advanced technology solutions.

Today, it seems, everything is digital. Data moves between customers and businesses at lightning speed. Carriers that can't respond quickly to heightened expectations risk losing sales to more nimble competitors.

Your partner for transformation

As a global consultant empowering insurance companies to compete in today's fast-paced economy, Cognizant can help you transform your business, operating and technology models in the digital era.

Cognizant has partnered with Duck Creek Technologies, a leading provider of comprehensive P&C insurance software and services for insurers of all sizes worldwide. Employing progressive technology, Duck Creek customers can optimize outcomes and enhance customer engagement through the cloud or on-premise implementations.

Business users appreciate the consistent look and feel shared across Duck Creek's complement of solutions; the ease of data movement, rapid creation, testing and rollout of new products; and a complete view of customers and their interactions. For IT managers, Duck Creek offers lower system integration costs, a single technology stack and the flexibility to implement Duck Creek on-premises or in the cloud.

With Duck Creek and Cognizant working together, insurers of all sizes can take advantage of a broad array of digital implementation services that enhance the capabilities of Duck Creek's software suite.

Cognizant's end-to-end Duck Creek solutions

Cognizant's Insurance Product Platform and Innovation (PPI) group focuses exclusively on consulting, solutions and services of commercially off-the-shelf (COTS) insurance products covering group, life and annuity, and P&C insurance. The group offers a best-in-class product ecosystem conducive to continuous innovation, cross-pollination of ideas and product professionals serving our global clients across the spectrum of the insurance industry's COTS products.

Duck Creek is an alliance of strategic importance for Cognizant. We have a dedicated Center of Excellence (CoE) for Duck Creek.

The Duck Creek CoE has a proven record of delivery excellence and expert services across the Duck Creek product suite, including policy, claims and billing. The synergy from our product ecosystem, our Duck Creek CoE and our industry-leading Global Delivery Model has enabled us to help our clients achieve a faster, better and effective adoption of the Duck Creek software—thus creating an unmatched value proposition.

In addition, Cognizant is uniquely positioned in the marketplace by having one of the strongest combined practices of Duck Creek and AgencyPortal, Duck Creek's digital solutions suite. We have a well-established and growing AgencyPortal practice that provides our clients with end-to-end product services, and are well-positioned to serve clients who choose to implement both Duck Creek and AgencyPortal.

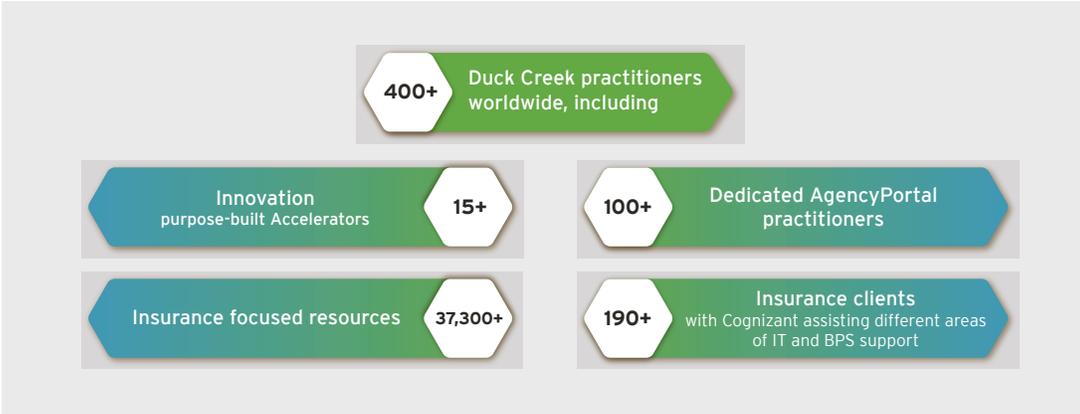## Ensuring consistent delivery of quality solutions

As a Platinum Delivery Partner of Duck Creek Technologies' Global Alliance Program, Cognizant provides Duck Creek customers with trained and certified professionals, ensuring comprehensive product knowledge and consistent delivery for Duck Creek on-demand (SaaS) and on-premise implementations of the Duck Creek suite of P&C insurance software.

Our services include consulting, implementation, upgrade, migration and production support enabled by:

- Trained and certified professionals who ensure Duck Creek product knowledge and delivery consistency.

- Numerous project accelerators and preconfigured capabilities to streamline Duck Creek deployments.

- Field-tested service methodologies that incorporate industry best practices to reduce costs, project risk and implementation times.

- Best-in-class quality assurance methodologies that optimize cost of quality and increase automation leverage and predictability.

We also offer maintenance for ongoing operations to help ensure that Duck Creek customers maximize the value of their solutions.

Cognizant's Duck Creek Center of Excellence (CoE) Overview

400+ — Duck Creek practitioners worldwide, including

15+ — Innovation
purpose-built Accelerators

100+ — Dedicated AgencyPortal practitioners

37,300+ — Insurance focused resources

190+ — Insurance clients
with Cognizant assisting different areas of IT and BPS support

Delivering on the promise of digital

Working together, Cognizant and Duck Creek can help your company deliver on the promise of digital.

As a Duck Creek partner, Cognizant has more than 400 Duck Creek and over 37,300 insurance professionals worldwide who provide services across the implementation life cycle. Our approach reduces implementation risks and costs by eliminating the need to use multiple vendors to manage a Duck Creek project. We work with seven of the 10 largest global insurers, giving us unparalleled knowledge of legacy environments that we bring to every Duck Creek engagement.

In addition to large-scale, complex implementations, we work with midsize and smaller companies, leveraging Duck Creek OnDemand and our digital expertise to provide "as a service" and other models that suit their business needs. Our Duck Creek suite of services enables successful business transformation and improved operational performance.

The Results? A state-of-the-art digital solution that can optimize outcomes and enhance engagement through advanced digital and data capabilities and integrated functionality through the cloud or on-premise implementations.

Cognizant Innovation/ Digital Solutions

OptimaWrite Intake

Cognitive and advanced text analytics solution automatically extracts data from over 200 standard industry forms (e.g., ACORD new business, ACORD claims, Medical Records). Patented algorithms convert structured and unstructured documents (across multiple formats including PDF, image, excel, word) into a structured format. Streamline new business submissions and claims set up.

Optima MedWise

Combined data analytics and Business Process Services solution. MedWise systemically creates treatment plans for each worker's compensation claim based upon evidence-based guidelines. Advanced text analytics searches medical bills and records for incompatible treatment (e.g., comorbidities) while Cognizant clinical experts review exceptions and submit recommendations to the claims adjuster for approval.

Digital Claims Audit

Intelligent, multi-variant analytics conducts on-going audits while the claim is being worked. Opens a window into the state of all claims in progress. Reduces leakage by flagging problematic claims, allowing for course correction prior to settlement. A Cognizant LaunchPad initiative exemplary of our commitment to improve client's business outcomes.

Interactive Exposure Map (IEM)

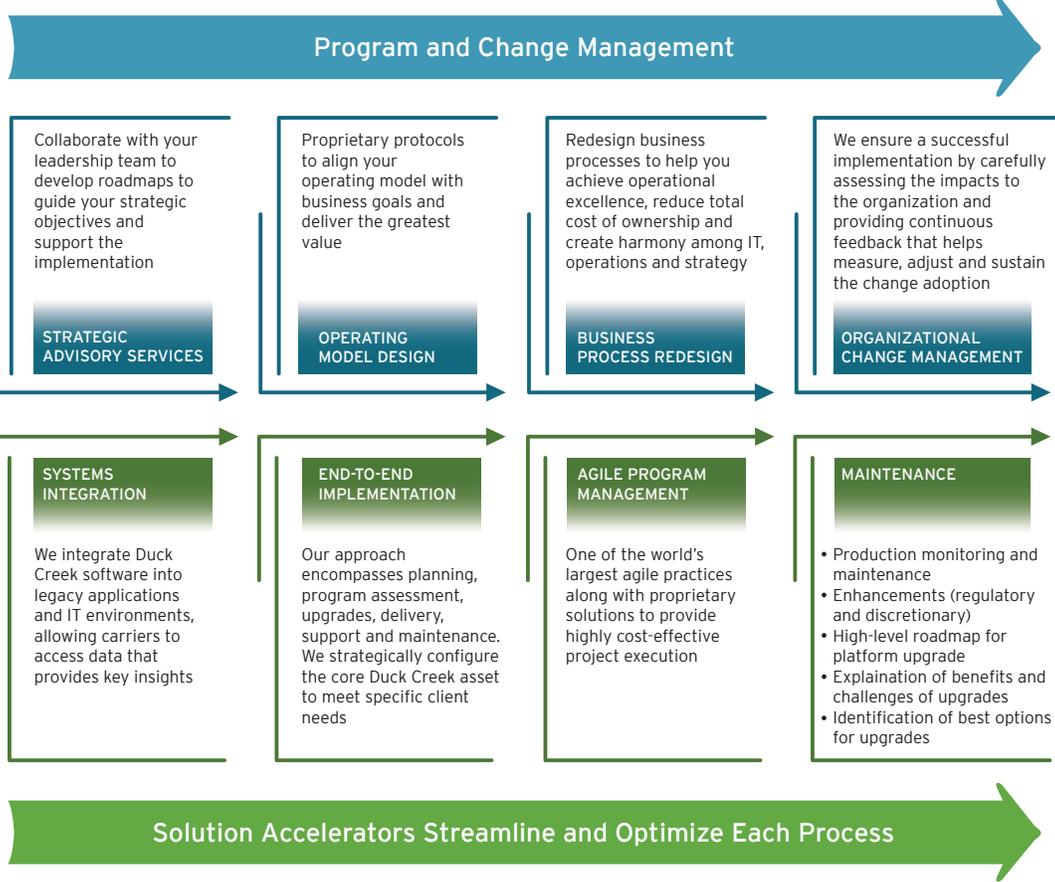P&C data analytics solution which combines carrier policy and claims data with geospatial, weather, census, geopolitical, and other information to help insurers better identify and understand areas of opportunity and risk. Track forecasted (e.g., hurricane projection cone, wind speed) and actual path of event or catastrophic (CAT) to facilitate claims response strategy.

Robots-as-a-Service

Shift rules-based work performed by staff using computers to robotic staff that mimic human actions (e.g., policy search, forms and letters, lost wage calculations). A nonintrusive solution that interacts at the presentation layer and therefore can be mobilized in weeks. Cognizant provides robotic staff as-a-service to minimize upfront investment with pay-per-transaction pricing.

Cognizant Digital Operations

Delivers business process services (BPS) to all segments across P&C Insurance, enabling a digital-ready, optimized and outcome-focused operating model. These capabilities encompass the broad lifecycle of an insurance customer engagement from agency through back office. A transformation to create competitive advantage through innovation, agility and introduction of digital capabilities requires the re-imagining of the future target operating model. Current and future insurance customers will demand state-of-the-art solutions and services for all interactions be included in the future model. Cognizant will leverage the combination of its transformation services, pre-configured accelerators and BPS with the Duck Creek Suite of products to deliver a more efficient, cost-effective and future-ready solution.

Program and Change Management

Collaborate with your leadership team to develop roadmaps to guide your strategic objectives and support the implementation	Proprietary protocols to align your operating model with business goals and deliver the greatest value	Redesign business processes to help you achieve operational excellence, reduce total cost of ownership and create harmony among IT, operations and strategy	We ensure a successful implementation by carefully assessing the impacts to the organization and providing continuous feedback that helps measure, adjust and sustain the change adoption
STRATEGIC ADVISORY SERVICES	**OPERATING MODEL DESIGN**	**BUSINESS PROCESS REDESIGN**	**ORGANIZATIONAL CHANGE MANAGEMENT**

SYSTEMS INTEGRATION	**END-TO-END IMPLEMENTATION**	**AGILE PROGRAM MANAGEMENT**	**MAINTENANCE**
We integrate Duck Creek software into legacy applications and IT environments, allowing carriers to access data that provides key insights	Our approach encompasses planning, program assessment, upgrades, delivery, support and maintenance. We strategically configure the core Duck Creek asset to meet specific client needs	One of the world's largest agile practices along with proprietary solutions to provide highly cost-effective project execution	• Production monitoring and maintenance • Enhancements (regulatory and discretionary) • High-level roadmap for platform upgrade • Explaination of benefits and challenges of upgrades • Identification of best options for upgrades

Solution Accelerators Streamline and Optimize Each Process

Cognizant's Duck Creek Experience Snapshot

Cognizant serves a global insurance client base of small, medium and large carriers with the services covering the entire range of a client's need in Duck Creek adoption, implementation and managed services. Cognizant's repository of artifacts—including playbooks, accelerators and best practices—helps our clients jump-start their Duck Creek implementations.

Following is a snapshot of the areas where we are assisting our clients with Duck Creek, illustrating our breadth of offerings and deep knowledge of the Duck Creek product suites.

Duck Creek Representative Experience

ADVISORY

- Developed an extensible platform to rationalize 43 commercial lines insurance products to enable a repeatable faster time-to-market implementation
- Developed an implementation roadmap and product strategy through a playbook for personal line of business book of business
- Created a DataMart solution strategy with defined approach to operationalize a data store
- Created a design review governance framework for speed-to-market strategy and optimal performance for a large-scale implementation
- Established best practices for Duck Creek database and infrastructure sizing
- Created a strategy for Duck Creek solution design and program planning

IMPLEMENTATION

- Coestablished a Duck Creek center of excellence spanning personal, commercial and specialty lines enabling
  - Digital transformation through anywhere API, including distribution channels, application integration and data management
  - Factory-based version Upgrades from 5.x to 6.x
  - Optimized forms management
- Implemented a complex pricing and rating solution for five commercial specialty products
- Implemented a quoting system for specialty lines for the U.S. and UK regions
- Built end-to-end implementations of personal and commercial lines, including umbrella products

MAINTENANCE/SUPPORT

- Provided end-to-end Duck Creek enhancement and maintenance services for all the Duck Creek modules supporting $3.5 billion worth of direct premiums written and more than 40 products across personal, commercial and specialty lines
- Enabled clients to adopt Duck Creek products to support business goals of faster time to market, lower total cost of ownership and integration with their digital strategy

INNOVATION AND INVESTMENTS

- Created a dedicated Duck Creek innovation lab with the latest infrastructure, including 13 servers
- Focused strategy on digital enablement, cloud adoption, legacy transformation and upgrade framework
- Developed accelerators and prototypes to integrate Duck Creek and AgencyPortal, as well as Duck Creek and other upstream and downstream applications
- Maintained continuous collaboration with Duck Creek to understand the product roadmap and enable clients through ideation, POC and implementing the idea

AgencyPortal Representative Experience

ADVISORY

- Developed a proof of value showing how AgencyPortal fits into a client's current system landscape to enable speed to market across all states
- Developed a proof of concept on AgencyPortal to integrate with Duck Creek and enable endorsement functionality for producers through anywhere API
- Developed an implementation roadmap and product strategy for national rollout for liability line of business
- Created a DevOps framework to ensure quality and quick implementation for a large-scale support and maintenance program
- Created an out-of-the-box features framework to assert the degree of customization and complexity of an implementation
- Created a design standard framework to adhere to AgencyPortal coding standards and best practices for better performance

IMPLEMENTATION

- Implemented quick quote, full quote, new business, endorsements, cancellation, inquiry and cross-selling functionalities for multistate rollout program
- Implemented quick quote, full quote, new business and inquiry functionalities for multiprovinces rollout program
- Implemented quick quote and full quote for medical and architect & engineers professional liability products

MAINTENANCE/SUPPORT

- Worked on complex enhancements and change requests
- Provided managed services (production support and maintenance) for small commercial and middle market programs supporting $4.8 billion worth of direct premiums written
- Provided managed services (production support and maintenance) for farm and ranch and farm auto lines of business supporting $250 million worth of direct premiums written
- Worked on system enhancements and release management including code build across different environments

INNOVATION AND INVESTMENTS

- Created a dedicated Duck Creek innovation lab with the latest infrastructure, including 13 servers
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Cognizant's digital difference

Cognizant is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era.

Our industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. We take an advisory-led approach that helps clients simultaneously boost their operational efficiency; ensure that vital business functions work better, faster and less expensively; and enhance their overall effectiveness with next-generation IT services, modern platforms and digital models that unleash new market potential and deliver ever-higher levels of performance.

As a customer-centric, relationship-driven partner, we are redefining the way companies experience and benefit from global services. Our unique delivery model is infused with a distinct culture of high customer satisfaction.

Talk to us today about how Cognizant's approach to Duck Creek implementations can help you transform your organization to compete in today's challenging environment.

Reach us at: DuckCreek@cognizant.com

ABOUT COGNIZANT INSURANCE

Cognizant's Insurance practice is one of the largest industry verticals that partners with insurers to evolve their business and technology landscape and enable end-to-end digital transformation. Thirty-three of the top 50 U.S. insurers and seven of the top 10 global insurers rely on us to help manage their technology portfolio across multiple business entities and geographies. We serve the entire range of lines of business within life, annuities, and property and casualty insurance.

Our consulting-led approach, deep domain expertise and partner ecosystem enable clients to address the dual mandate of "optimizing the business" while "driving digital at scale." From large-scale core system transformation to adoption of cutting-edge technologies like artificial intelligence, analytics, blockchain, automation and machine learning, we partner with insurers to envision and build the digital insurer of the future.

Our partnership includes helping insurers build their own technology platform with the capabilities they need or providing one for them, incorporating digital capabilities to achieve immediate results. Learn more about Cognizant's Insurance practice at http://www.cognizant.com/insurance.

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 195 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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