



Berkshire Hathaway
Specialty Insurance®

GOALS

- Enter Australia in 2015 with the broad mission to create a sustainably profitable business
- Provide fit-for-purpose products for the Australian market and keep IT costs among the lowest in the industry
- Hand off to Duck Creek every aspect of running core systems, from hosting and security to maintenance and upgrades

CHALLENGES

- Stand up tailored insurance products with no IT staff on hand in the Australian market
- Grow business in Australia starting with a handful of on-site staff focused on insurance products and customer service
- Roll out Policy, Claims, and Underwriting in under one year



The combination of the full-scale functionality of the Duck Creek Suite and its ability to offer these capabilities as a cloud solution makes Duck Creek the ideal business partner for this highly-strategic initiative.



MATT BATES | VP OF INFORMATION TECHNOLOGY
BERKSHIRE HATHAWAY SPECIALTY INSURANCE

OUTCOMES

- New products rolled out in an average of six weeks, far below industry average
- Won “Turnaround Time on New Business” awards from Insurance Business Australia for three consecutive years
- Carrier able to focus on insurance product innovation and customer experiences, not IT
- IT costs at industry low; staff grown to nearly 100 non-technical employees