



GOALS

- Reduce burden on IT staff by giving business users control of channel management
- Streamline and standardize producer management across six business divisions
- Implement an end-to-end distribution management solution to serve as a true capitalization engine

CHALLENGES

- Home-grown, mainframe-based channel management system was inflexible and difficult to maintain
- Adding or changing producer contracts required significant coding and testing
- Complexity of a large organization with several business units multiplied cost & time required to execute basic functions related to compensating producers appropriately

““ The volume of work we do with independent agents makes automated distribution channel management a key resource for our organization. We have enjoyed many tangible benefits from our relationship with Duck Creek. ””

ANDY HARRISON | Business Analyst Supervisor
GREAT AMERICAN INSURANCE GROUP

OUTCOMES

- Accounting staff now able to make changes and implement new contracts quickly and efficiently through simple configurations
- IT resources freed up to focus on product innovation and customer experiences
- Producer contracts honored with contingent commission payments automatically upon target achievement, using data sourced from multiple systems on an ongoing basis