



GOALS

- Replace entire legacy systems environment with cloud-based solutions for greater reliability and lower costs
- Redesign user experience to capture more traffic and allow expanded front end functionality for insureds
- Significantly increase share of Cayman Islands market with customer-first business model

CHALLENGES

- High costs of maintaining on-premises infrastructure and square footage of local data center
- Outdated, limited customer portal brought in just 1% of new business
- Hiring and training local experts on any modern platform was impractical

“ We took an old insurance company that had very little market share and transformed what was a creaky, very manual, analog system and architecture into a very advanced digital platform within six months. Duck Creek was a key factor in this. ”

BRIAN WILLIAMS | CEO
SAXON INSURANCE

OUTCOMES

- Captured 25% of the Cayman Islands market within one year of moving to Duck Creek and building new digital engagement tools
- Realized 40-50% cost savings over on-premises hosting by moving to the cloud
- Redesigned consumer portal with self-service functionality and credit card processing capabilities created with headless implementation of the Duck Creek Platform