



Utica National
Insurance Group®

Utica Case Study

Game-Changing Decisions.
Made on Duck Creek.

Duck Creek's cloud-based insurance solutions equipped Utica National Insurance Group with the modern infrastructure they needed to deliver the speed to market and agile functionality required to compete in today's industry.

Goals

- Develop a data operations framework that simplifies how data is collected, synthesized, and deployed to the organization
- Enhance business decision-making with access to granular information on customers, risks, and outcomes
- Create a single source of truth where all data sources can be consolidated and governed for accurate and complete analysis

Challenges

- Legacy data architectures didn't meet established needs for speed to market, organizational agility, or ability to innovate
- Inability to deliver detailed data for business performance monitoring and analysis
- Processes like adding new data elements, parsing XML blobs, building star schemas, or data model planning were time-consuming and expensive

Results

- Replaced rigid data models with a cloud-based data architecture that is extensible, scalable, and flexible
- Expanding and updating the data models can be completed with minimal or no code writing, resulting in streamlined implementation projects
- New business analytics enabled a better understanding of Utica's commercial book of business, improved renewal decisions, increased premium leakage prevention, and enabled more effective claims management



Our partnership with Duck Creek has allowed Utica to modernize our data architecture, and it's been a game-changer for creating value for our customers, agents, and employees with actionable business intelligence. Working with Duck Creek was a no-brainer because they enabled the speed to market and agility needed to meet business needs.



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UTICA NATIONAL INSURANCE GROUP