

# CHUBB®

## GOALS

- Leapfrog competitors in the small commercial market with a better user experience and quicker processing of policies
- Make it easy for agents to quote, issue, and service accounts from one system, the Chubb Marketplace
- Extend existing Duck Creek Platform capabilities to other business lines globally

## CHALLENGES

- Lack of a centralized platform made it very difficult to quote, issue, and service a full account, as well as submit business for both standard and specialty lines
- Multiple third-party data sources not fully integrated, forcing significant user data entry and high volume of underwriting questions
- Inflexible legacy systems could not support modern, responsive GUI



With operations in 54 countries and territories, Chubb values solutions that are global, scalable and able to support both our traditional business lines as well as digital initiatives. Chubb utilizes Duck Creek solutions to support several businesses, including offerings for the small commercial marketplace in North America and claims-related technology in the company's international travel and accident and health insurance businesses.



MONIQUE SHIVANANDAN | CIO

## OUTCOMES

- Winner of 2018 Celent Model Insurer award for success of commercial insurance Marketplace
- Chubb Marketplace now serves 1,000 agents per day, offering 10+ LOBs; time to place a multiline account, which typically involves two to three lines of insurance, reduced by an estimated 40%
- Number of required fields to generate a quote reduced by 60%; 85% of submissions for BOP no longer require human intervention