Duck Creek
OnDemand

There's more to OnDemand than just software in the cloud.

Moving core insurance systems to a software-as-a-service model is no longer a matter of if, but how, and with whom. Not all services are the same. For long-term success, insurers need business-first, end-to-end cloud solutions supported by services and accelerators that let them focus on building new, creative products and strategies - and getting them to market fast.

With Duck Creek OnDemand, our evergreen, low-code SaaS solution for the P&C insurance industry, you'll get more than just our proven software accessed via the cloud. OnDemand takes the best of SaaS and delivers an advanced solution designed so carriers don't have to compromise their business priorities to take advantage of this new operational model. Whether you utilize the complete Duck Creek Suite or individual components, you'll get the reliability, security, and support you need to innovate faster and more efficiently.

Benefits

### Increase Speed to Market and Operational Agility

By combining Duck Creek's P&C applications and content, our Platform's low-code configuration tools and open architecture, and SaaS delivery, you gain the ability for everyone in your organization to be more productive and self-reliant in their roles, empowered to move faster, and more nimble in taking advantage of market opportunities.

Re-allocate IT Resources to Support Your Greatest Business Priorities

IT teams can hand off software upgrades, maintenance, and application and infrastructure support, and instead refocus resources to support higher value initiatives like defining and supporting their own configurations for insurance product innovation and customer experience.
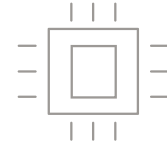
Lower Total Cost of Ownership

Say goodbye to rigid legacy systems, technical debt, and IT projects running over budget – say hello to running evergreen technologies, where carriers are kept up on the latest build of our software. With OnDemand, you can always be current, and won't ever have to miss out on pursuing a business opportunity because of technology limitations.

OnDemand Control Hub

Meet the newest member of your IT team, our OnDemand Control Hub. The Control Hub enables you to operate your Duck Creek SaaS applications in an intuitive, web-based interface, purpose-built to turbocharge the efficiency of your IT teams while providing unparalleled levels of transparency and visibility into your insurance systems.

> Manage roles and permissions of your test environment users

> Upload and apply data updates into production in just a few clicks

> Promote configuration updates into upper environments and production on your schedule

> View dashboards that provide environment statuses for all your applications and system availability health checks

> Visualize system usage trends such as policies issued or claims filed over time, and other operational metrics

Key Features

Faster Software Upgrades

Historically, upgrading core systems software has been a resource- and time-intensive process, leading many carriers to accumulate technical debt, fall behind, and be left dealing with overcoming fragile and aging legacy systems. Our SaaS team takes on the heavy lifting of applying the upgrades of Duck Creek software, enabling carriers to stay current with the latest features, enhancements and industry content updates and execute their organizational objectives. With carriers focused solely on supporting their own configurations, Duck Creek ensures faster upgrades.

Third-Party Integrations

Duck Creek Anywhere Managed Integrations (AMIs) provide productized, pre-built connections to popular third-party data and service solutions such as geolocation, MVR lookups, data pre-fill, e-signature, analytics, and more. Accelerate initial integration implementation time and reduce the risk of business interruption with Duck Creek providing full management, maintenance, and performance monitoring.

End-to-End Support & Comprehensive Monitoring

The Duck Creek OnDemand support team has your back to diagnose and remedy any core application and infrastructure issues, allowing you to focus only on supporting your own configuration. Among our round-the-clock help desk, proactive automatic and manual application monitoring, performance alerts and reports, and monthly meetings with our service managers to review SLA reports, incident tickets and business operational goals, our team is there to support you every step of the way.

High Performace & Resiliency

Among our providing redundancy at every layer across the infrastructure stack, geographically distributed data centers, and proven ability to scale to up to 60,000 claims per day during a CAT event, we ensure high availability (99.9% application availability is offered for the Platinum Level SLA for core products), scalability, disaster recovery, and that your applications always run at the required performance speeds needed to support demand as you grow.

Rapid Implementations

We'll partner with your team and SIs throughout and advise on best practices to follow, setting you up for reduced implementation timeframes and reduced risk. Between our quickly-provisioned environments, comprehensive service management playbook spanning onboarding to go-live, and years of experience in remote delivery engagement, we put carriers on the path to get to market faster.

Security, Privacy, and Compliance

With customer data encrypted at rest and in transit, antivirus / endpoint protection on all VMs, monthly vulnerability scans and annual third-party penetration tests, SIEM and threat intelligence monitoring, privileged access management, and a host of other security controls, our multi-layered approach provides ultimate business protection and ensures the confidentiality, integrity, and availability carriers expect. Additionally, Duck Creek undergoes annual independent SOC 1 and SOC 2 audits, is ISO 27001 certified, and all solutions support PCI-DSS, GDPR, and APRA regulatory requirements.

OnDemand, in detail

Duck Creek OnDemand delivers more than just our best-in-class software.

Comprehensive and scalable. Always current. Work with the best solutions and people, all aligned to help your business achieve competitive advantage with a proven delivery model backed by service from dedicated OnDemand experts.

Excellence by design

A one-size-fits-all solution no longer works. Today, systems need the flexibility to accommodate multiple user types and evolving customer demands. Going digital or going mobile is only the start of true business transformation.

To ensure the longevity of your next core systems investment, the technology needs to be future-ready. The Duck Creek Platform enables true low-code configuration thanks to web-enabled, service-oriented, event-based architecture built for insurers of all sizes.

With Duck Creek OnDemand, you can capitalize on all the benefits - scalability, security, and off-the-shelf functionality.

Service excellence

Our SaaS solution is designed to provide the best services and technology available, while you retain control of your business.

You'll get:

> Service level agreements (SLAs) and choices to meet insurers' varying needs

> Ongoing upgrades and content updates that provide fresh functionality and enable innovation

> Operational support that provides performance management, including verfiying change conflicts, running automated test scripts, and database tuning

> Incident management that triages and remedies any core application and infrastructure issues, tapping into Duck Creek operational experts for quick resolution

Technology Excellence

At the heart of our Platform is a powerful toolset designed for non-technical users. Combining the latest technology and a laser focus on customer-centricity lets you offer the best service possible. From development and testing to user experience and client support, our team is dedicated to building solutions that power your continued success.

Integral to our software is a dynamic set of insurance product definition and configuration tools, designed to let your business users define and maintain your insurance products without tapping into valuable IT resources.

Key functionality:

> Centralized management offers more payment options, streamlines processes, improves collection rates, and facilitates consistency across the enterprise

> Single-point-of-change allows updates to be completed once and reflected throughout all integrated components

> One-click summary displays customer account information in a single location, providing easy access to policy details when responding to billing inquiries

> Advanced reporting capabilities allow businesses to define and measure their financial views in a customized, efficient manner

Access information anywhere, any way

Through our Duck Creek Anywhere technology framework, third-party systems can easily query our product definitions and use that information to drive processing within their applications. When new technologies come along, you'll be able to quickly connect with them to share information.

Extending this capability beyond our software to optional, add-on third-party systems helps you manage maintenance costs and adopt new technologies at the speed of business. Enabling our global alliance partners to pre-integrate and access our product definitions provides your business with immediate, tangible benefits:

> Transform user-facing systems quickly and easily

> Improve customer experiences and satisfaction for all internal and external users

> Grow your business by rapidly delivering new and changed products anywhere, any way, and at any time

Manage projects effectively

Our software's integrated project management capabilities let your team collaborate efficiently to:

> Model product and rate change impacts on your active book of business

> Modify products and route approvals through our configurable workflows

> Preview and publish product documentation through an enhanced product view summary

> Use wizard features and tools to create and maintain products, from planning to automated regression testing

Simplify Test Automation

The Duck Creek Test Automation Center is a robust and reliable platform for building automated test scripts for our software. It supports a wide range of browser technologies, and is designed for business users with a range of technical experience and knowledge to create high-quality automated test scripts. Through our testing tool, your team can conduct rapid validation that expedites delivery of new or changed products from development to production. Clients maintain their own scripts, and OnDemand Operations can run these scripts as a validation.

OnDemand Workstations

Ready to get to market faster than your competitors?

In addition to supplying all of the environments insurers need across dev/test, pre-production, and production, Duck Creek also provides OnDemand Workstations, a set of cloud-provisioned development environments which come pre-installed with the Duck Creek software, necessary third-party development tools, as well as

an entire pre-configured set of back-end tools for managing an insurers' software development lifecycle (SDLC).

Shrink implementation times and begin configuring your Duck Creek SaaS applications in days, not weeks after contract signing. **Enhance your DevOps** by leveraging a work project management system

for organizing and tracking configuration tasks and enforcing peer reviews, a source repository with a gated check-in system, and pre-defined pipelines for deployment to upper environments. **Stay current and reduce support costs** with workstations that are kept in synch with the latest Duck Creek software enhancements.

Working with us

A Trusted Partner

Yes, we're a technology company, but it's the knowledge and experience of our team that truly sets us apart - no matter where you need support.

01

Experienced Team

Our Professional Services team is committed to working with you at every step to ensure that your project is completed effectively and efficiently. Key configuration and integration success comes from our specialized methodology, focused on iterative development and product quality refined through years of continuous improvement.

02

Customer Experience

From initial contact through implementation and beyond, a named service manager is there to support you throughout your customer journey, enabling your success and providing you with the support you need to create the new standard of insurance.

03

Solution Center

Our user-friendly online resource provides access to real-time documentation - including release notes, implementation instructions, and user guides - for all software across the Duck Creek Suite.

04

Duck Creek University

High quality, consistent, and proven training. We have instructor-led courses and more than 300 web-based courses for targeted users and functions.

05

Partner Ecosystem

A strong and growing global network of solution, consulting, and systems integrator partners with certified and experienced resources to provide choice and support throughout the insurance software lifecycle.

Delivery

With Duck Creek OnDemand, staying current has never been easier

Need more than a one-size fits-all solution?

The choice is up to you: stand-alone software or our entire suite available through Duck Creek OnDemand. No matter what you select, our software will work via any Internet-enabled channel, technology or device.

With Duck Creek OnDemand, our team enhances and hosts the software needed to run your business, which enables you to redirect IT resources to focus on other initiatives. From new quote to renewal, collections, and claims service, we deliver the solution our partners trust and value.

❝ Duck Creek's SaaS cloud solution is a core component of the enabling technology we are deploying to support our global underwriting platform. Specifically, it will allow us to achieve the new digital experience we want for our customers and distribution partners, drive enhanced data insights to support underwriting excellence, and improve the efficiency of our operations. ❞

PETER ZAFFINCO
President & Global Chief Operating Officer
AIG

The Duck Creek Suite: Power through choice

The Duck Creek Platform gives you rich functionality and the agility required to be successful. It underpins an integrated Suite comprised of Policy, Rating, Billing, Claims, Insights, Digital Engagement - Producer, Distribution Management, Reinsurance Management, and Industry Content that can be employed stand-alone or via a combined approach to manage all aspects of the insurance lifecycle. Built on web-enabled, service-oriented, event-based architecture, our Suite can support insurers of all sizes, whatever new innovations may come along.

This configurable, scalable, and upgradable suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your digital transformation forward. As the marketplace evolves, our suite allows you to respond quickly to capitalize on new opportunities whenever available.

Our unified global enterprise platform is designed to:

> Reduce risk and cost

> Make implementation, maintenance, and upgrades easier and faster

> Facilitate business improvement throughout the insurance lifecycle

From a 360-degree view of each customer, to omni-channel capabilities, to delivering enhanced multi-language options and geographic support, we've got the software to meet your needs.

Duck Creek
Technologies

About Duck Creek Technologies

Duck Creek Technologies is a leading provider of core system solutions to the P&C and general insurance industry. By accessing [Duck Creek OnDemand](), the company's enterprise software-as-a service solution, insurance carriers are able to navigate uncertainty and capture market opportunities faster than their competitors. Duck Creek's functionally rich solutions are available on a stand alone basis or as a [full suite](), and all are available via Duck Creek OnDemand. For more information, visit [www.duckcreek.com]().

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