



MBG Case Study

Evolving Business.
Made on Duck Creek.

To better support their insureds and agents across all their lines of business, Mutual Benefit Group knew they needed to migrate their core systems to the cloud. With Duck Creek OnDemand, MBG found a SaaS solution that could scale with them and provide the ideal user experience they were looking for.

Results

- Received over 85 updates to their claims system over a six-month period, which were delivered continuously every two weeks
- Managed infrastructure and increased security
- Improved business continuity and disaster recovery
- Improved usability and notification services
- Streamlined payment and reserving processes



Moving our systems to a cloud-native, continuously updated, highly-secure system is a transformative step in our journey to a model that will ensure we remain meaningful and competitive in our marketplace. Significant innovation is required to achieve this goal; through the process, MBG is establishing and adopting a new standard for insurance operations that will give us long-term viability in an ever-changing digital world.



ADAM SOLOMON | CHIEF INFORMATION OFFICER | MBG

Goals

- Compete more effectively against larger carriers across home, personal auto, and commercial lines
- Improve operational efficiency, system performance, and customer experiences
- Shift more resources to new products and feature development for direct support of agents and customers.

Challenges

- Migrate Duck Creek Suite on-premises instance to Duck Creek OnDemand
- Shift to new test-and-learn methodologies and adopt best practice change management and DevOps processes
- The need to minimize business interruption by always staying current with the latest software features and leverage high scalability and availability of the cloud