

## GOALS

- Modernize reinsurance operations through automation of ceding processes including calculations and reporting
- Ensure timely and accurate cession calculations for bills and financial statements
- Standardize processes to ensure transparency and full-audit trail of all activities

## CHALLENGES

- Reliance on 20+ years of manual contracts and dozens of spreadsheets leaves room for human error
- Reinsurance contracts are becoming more complex, increasing the difficulty of identifying claims that are eligible for reinsurance recoveries
- Limited staff to monitor multiple writing companies, transactions, and claims while creating bills and regulatory reports

“ At New Mexico Mutual, we needed a better way to manage our 20+ year reinsurance contracts and streamline our reinsurance processing. Duck Creek was a comprehensive solution that enhances our data reliability and reporting. ”

KELLIE MIXON | Vice President & CFO  
NEW MEXICO MUTUAL

## OUTCOMES

- Implementation of Duck Creek Reinsurance Management identified over \$300,000 in actual and potential leakage in the first year
- Billing is generated in real time, easier to understand, and supports reinsurer payment within 90 days
- Carrier has gained confidence in their reporting
- Improved relationships with reinsurers