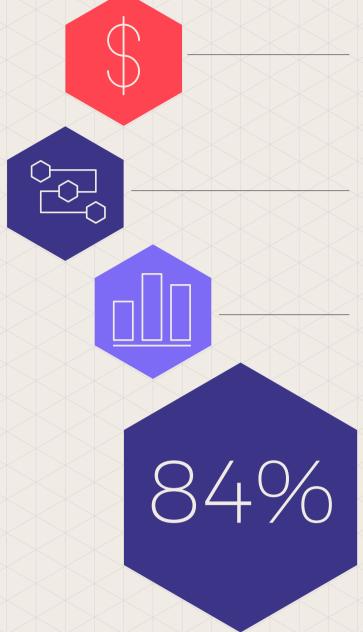
# CAN YOU HANDLE DIGITAL UNCERTAINTY?

Why incumbent P&C insurers must embrace SaaS

The P&C market is undergoing intensive change, and no one can say exactly where that change is leading



## \$70 billion

in alternative capital - which has more than doubled since 2011.1

### Innovative program business

is growing 4x faster than conventional P&C.2

NPS scores for P&C insurers offering non-insurance value-adds are 45 points higher.3

Bottom line: of insurers believe they must reinvent themselves to keep from being disrupted.4

To thrive in these changing and uncertain conditions, carriers must ensure that every aspect of their business is digitally adaptive

### INTERNAL **OPERATIONS**

will be invested by P&C insurers in 2018 on IT<sup>5</sup> to stay competitive.

- Underwriting
- Billing
- Claims
- Customer service
- Analytics
- Compliance

### **ECOSYSTEM** PARTNERS

of P&C carriers see digital ecosystems as crucial to their success.6

- Independent agents
- Reinsurance
- MGAs
- Payments processors
- Contract services

### CUSTOMER ENGAGEMENT

of P&C companies have a holistic view of their customers across all interactions.7

- Customer engagement
- Mobile
- Social

Only a smart SaaS architecture will enable P&C carriers to achieve this essential digital adaptability with:

# Day One access to digital innovations that empower P&Cs to excel in

insurers' hyper-competitive markets Control over your

own business

Expert assistance and responsive support to ensure that you consistently achieve high ROI results

through technology designed for

easy customization by P&C leaders







Economies of scale that drive down costs while optimizing performance at scale



"Shared-nothing" security and compliance that keeps you and your customers safe



Integration with advanced analytics for better customer and market insight

To ensure that your business stays relevant, even as innovative competitors leverage digital to transform P&C value propositions for their customers, it's imperative to embrace adaptive SaaS solutions that let you quickly respond to unpredictable, ever-changing market demands.



If you're ready to welcome change - instead of fearing it - then discover how Duck Creek's open, flexible platform empowers you to put new ideas into motion quickly, easily, and with the utmost confidence.

www.duckcreek.com 866-972-2981



<sup>&</sup>lt;sup>1</sup> Willis Towers Watson, Alternative Capital in Insurance, 2016 <sup>2</sup> Target Markets Program Administrators Association, TMPAA Report, 2017

<sup>&</sup>lt;sup>3</sup> Bain & Company, Customer Behavior and loyalty in Insurance, 2016 <sup>4</sup>Accenture, Technology Vision for Insurance, 2016

<sup>&</sup>lt;sup>5</sup> Celent, IT Spending in Insurance, 2016

<sup>&</sup>lt;sup>6</sup> Accenture, Technology Vision for Insurance, 2017 <sup>7</sup> Ward Group, P&C Industry Observations, 2016