Duck Creek
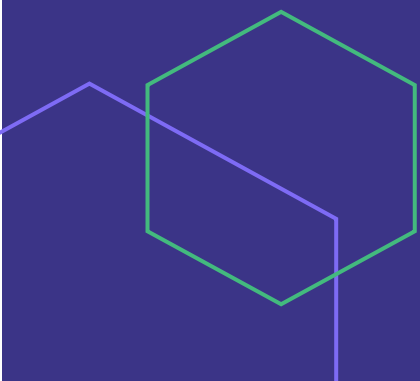## Claims

Critical moments for policyholders demand exceptional service.

Nothing impacts customer loyalty and retention more profoundly than the kind of service they experience during a crisis. Speed, ease and simplicity during a claim process, and the ability to work through it on whatever device a policyholder chooses are critical to keeping customers happy. Our modern claims software makes it all possible.

The flexible, scalable Duck Creek platform also ensures that you continually meet ever-changing customer needs, and shift easily from regular claims volumes to peak capacity during catastrophes.

With Duck Creek Claims, you can effectively manage the entire claims lifecycle, no matter the volume, so your customers can get back to normalcy as quickly as possible.

Our software provides the off-the-shelf functionality that enhances internal processes, improving efficiencies and reducing cycle time. From intelligent web-based first notice of loss and automated processes, to parallel workflows and an innovative claims field adjuster app, we utilize the latest technology that fully supports end-to-end claims management and rapid claims resolution.

And, with our extensive system configuration capabilities, you will realize faster time to market for routine system changes with no coding required—even for complex changes—leading to a more nimble claims department.

Claims, at a glance

Capable of handling more than 17,000 concurrent users and processing more than 4,000 claims per hour
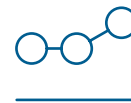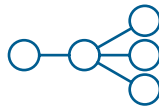
Improved Customer Service Flexibility

Use off-the-shelf payment plans and configurations, billing forms and correspondence, and common billing integrations to move new and updated bill plans to production faster.

Faster, Analytics-Driven Decisions

Advanced reporting and real-time dashboards distribute data quickly, enabling faster, more informed decisions.

Streamlined Operations/ Reduced Cycle Times

Expand your scope with scalable software that adapts to new collection methods and makes it easier to reach more customers.

Reduced Maintenance and System Time/Costs

Make more efficient use of call time when following up on inquiries with a customer summary view that crosses policies for all lines.

Claims, in detail

Faster claims resolution with end-to-end management

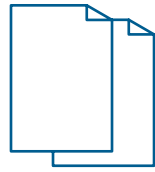## Customer-centric service begins on the inside

Duck Creek Claims provides the system capabilities you need to respond to any claim scenario, from simple bumps to catastrophes. We know that you need to improve claim metrics, reduce costs and enhance the user and customer experience, and our software incorporates the features and functionality to fully support your claims operations.

Key capabilities include:

> Dynamic workflow and push notifications that enable claim processors to react to critical information and changing priorities

> Embedded collaboration tools that let claims staff in multiple locations make key resolution decisions in real time, improving efficiency

> Claims mobile app that allows field adjusters to access and complete claims information at the loss site, improving productivity and data accuracy while reducing cycle time

> Calendar views that facilitate planning and management of employees' tasks to balance

work-flow and improve team efficiency and service to customers

> Improve customer service while lowering expenses with automation tools that take the investigation to the point of loss and reduce claim cycle times

> Advanced claim-handling functionality based on business rules delivers the right claim to the right employee, enables parallel workflows, allows straight-through processing of simple claims, tracks deductibles and limits, and expedites system recovery

> Claim communications delivered via a customer's channel preference—email, phone, text or mail

> System flexibility to support diverse geographies— multi-currencies and multi-languages—to meet global demand

Innovation will continue to influence the claims environment, our claims software will evolve to provide the solutions that add value and support your efforts to deliver exceptional service when your customers need it most.

Technology excellence

At the heart of our software is a powerful tool designed for your users. Combining the latest technology and a laser focus on

the customer ensures you offer the best service possible. From development and performance to user experience and customer support, our team is dedicated to building software that supports your success.

An integral part of our software is a dynamic insurance product definition and configuration toolset. Designed to let your business users define and maintain 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 enables updates to be completed once and reflected through integrated systems

> 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

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

This pre-integration with our global alliance partners' systems allows clients to manage maintenance costs and to adopt new technologies quickly. Duck Creek provides your business with immediately tangible benefits.

> Transform user-facing systems quickly and easily

> Improve the customer experience and overall satisfaction of all software users

> Reduce costs by streamlining implementation and eliminating dual-system maintenance

> Grow your business by delivering new and changed products quickly

Manage projects effectively

Our integrated project management capabilities let your team:

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

> Modify products and route approvals through our customizable 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

Test automation simplified

The Duck Creek Test Automation Center is a robust and reliable platform for building automated test scripts for Duck Creek software. It supports a wide range of browser technologies and is designed for business users with limited technical knowledge to create high-quality automated test scripts. Owning the testing tool, your team can conduct rapid validation that expedites delivery of new or changed products from development to production.

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We wanted to work with a company that had the right claims system, the right delivery methods, and an interest in building a long-term relationship.

With Duck Creek, we found a team that is responsive to our needs and continues to enhance their software to meet the changing demands of the industry.

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DANIEL PITCHER
Chief Operating Officer
Farm Bureau Financial Services' - property-casualty companies

Working with us

Implementation

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 your implementation is completed effectively and efficiently. Key system deployment success is our specialized methodology that focuses on iterative development and product quality that has been refined through years of continuous improvement.

02

Customer Experience

A dedicated Customer Success Team oversees each relationship and ensures satisfaction
From initial contact through implementation and beyond, the primary focus of this team is to support your success.

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 delivery, solution, and technology 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

Accessing Duck Creek Billing is even easier through our software as a service model. Duck Creek OnDemand is a powerful choice that offers:

> Quicker implementation

> Predictable costs that are aligned to usage

> Automatic and timely software upgrades with minimal business interruptions

> Real-time information from any Internet-enabled channel or device

> Quick response to changing business requirements through immediate access to Duck Creek software

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.

Integration
Duck Creek Suite: Power through choice

The Duck Creek solution gives you rich functionality and the agility required to be successful. It's an integrated platform comprised of billing, claims, policy, rating, digital engagement, and data insights software that can be implemented independently or via a combined approach to manage all aspects of the insurance lifecycle. Built on web-enabled, service-oriented, event-based architecture with off the shelf functionality, our suite can support insurers of all sizes, whatever new innovations may come along.
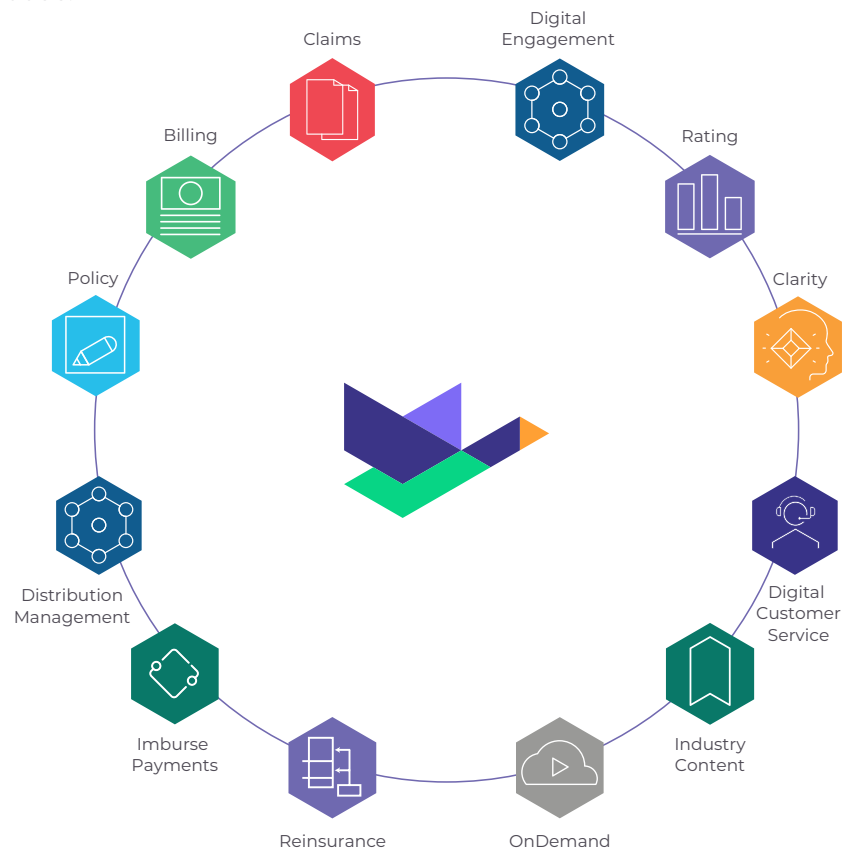
This configurable, scalable, and upgradable suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your software transformation forward. As the marketplace evolves, our suite allows you to respond quickly to capitalize on the new opportunities when available.

Our unified global enterprise platform is designed to:

> Reduce risk and cost

> Make implementation, maintenance, and upgrades easier

> 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

We are Duck Creek.

We give insurers a genuine path to the future with advanced technology grounded in decades of industry expertise, responsive to the unique challenges of each carrier, and shaped by the day-to-day of human behavior.

We believe that technology should empower ingenuity, rather than replace it. Our solutions are inspired by scenarios, not screens, to accommodate variability and make room for creativity. We strive for outcomes that are immediately felt and need little explanation—where highly customized environments flow seamlessly into how you think and work, and deep technical complexity is experienced as a moment of radical simplicity.

We are sustained by a persistent curiosity that isn't afraid to challenge the norms of this industry, that believes the vision for tomorrow need not be tied to the legacy of today, and it is our job to get you there a little sooner.

We are in the business of technology, but we also know that technology is a means to a bigger, more hopeful purpose—to incubate the ideas that will make carriers faster, smarter, and stronger; to enable people to realize their full potential; and to insure the possible, today and tomorrow.

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