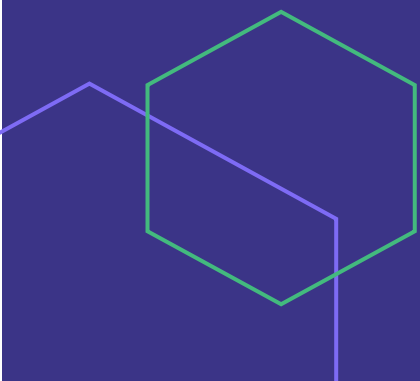




Duck Creek  
Technologies

# Duck Creek OnDemand



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

To meet the evolving needs of customers and the industry, insurers are looking beyond their traditional, legacy-based systems to modern core systems. But not all clouds are created equal. An on-premise system will require resources to maintain and keep your operations current and future-ready with the ability to take advantage of innovations as they become available.

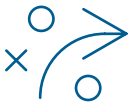
With Duck Creek OnDemand, our differentiated software as a service model, you'll get more than just our proven software accessed via the cloud. Operating on Duck Creek software allows you to improve operational efficiencies and increase business agility, while simultaneously enhancing your customers' experience. Whether you utilize the complete suite or individual software, you'll have access to the latest data and digital capabilities to manage any core system in the cloud.

# OnDemand, at a glance



## Individual Instance

Access to your own instance of Duck Creek software so you can customize your product offering to match market demand.



## Predictable Costs

Receive predictable costs for implementation and delivery based on a pay-for-capacity service model. Additional capacity can be dynamically provided for unpredictable events, such as a catastrophe or other situation, that require high volumes of users and information for a short duration.



## Holistic Security

Benefit from a holistic security approach that includes encryption, network threat protection, anti-virus, penetration testing, code and vulnerability scans, third-party firewalls, debug tools and double-factor authentication.

## At a glance



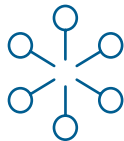
## End-to-End Solution

Procure an end-to-end SaaS solution provided by a single partner. More than just software, it's an integrated solution that spans infrastructure, software, services and support so you can focus on your business.



## Keep Current

Stay current with the latest releases of software and templates as well as infrastructure enhancements. Take immediate advantage of new functionality without the business disruptions typically associated with upgrades.



## Vendor Ecosystem

Access a vendor ecosystem which offers pre-built integration with third-party solutions that enable you to reduce production time and implementation costs and remove additional contracting, monitoring and maintenance.



## Experience & Expertise

Work with an experienced team that is ready-to-run. With a proven track record and continued dedication to SaaS, partnering with a team that successfully delivers this cloud-enabled solution.



## Resiliency & Redundancy

Utilize a resilient solution, with redundant backup and failover mechanisms, keep your operations running, 24x7. Duck Creek OnDemand's robust infrastructure delivers 99.9% availability for seamless operations and uninterrupted service.

# OnDemand, in detail

## Duck Creek OnDemand delivers our best of breed software.

Comprehensive and configurable. Integrated and scalable. Always current and accessible. You work with the best products and people, all aligned to help your business achieve a competitive advantage through a proven cloud solution that is reliable, flexible and predictable.

## Thrive in the cloud

A one size fits all solution no longer works. Today, systems need to be flexible to accommodate multiple user types and evolving customer demands. Going digital or going mobile is only the starting point.

To ensure your next insurance technology solution is your last system, it needs to be future-proof. The Duck Creek Suite enables true codeless configuration built on web-enabled, service-oriented, event-based architecture that can support insurers of all sizes, whatever new innovations may come along.

With Duck Creek OnDemand, you're ready to capitalize on all the benefits—scalability, off-the-shelf functionality, real-time information, regular updates, and reduced infrastructure expenses—that will propel your business forward, today and

## Duck Creek OnDemand



tomorrow.

## Service excellence

Deploying a SaaS platform with a trusted partner ensures you leverage the best technology available, while retaining control. We offer:

- > Defined service level agreements that are designed to meet or exceed an insurer's needs
- > Highly available service and rapid disaster recovery of back-end claims processing for always-on access
- > Regular software upgrades to keep your investment current with the latest functionality
- > Self-sufficiency options that let you control configuration and system changes—product definitions, workflows, tasks, and business processes

## 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 continues 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 throughout 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, any way

Through our Duck Creek Anywhere technology framework, third-party systems can easily query 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.

Extending this capability beyond our software to integrated 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 and tangible benefits.

- > Transform user-facing systems quickly and easily
- > Improve the customer experience and satisfaction of all software users
- > Reduce costs by streamlining implementation and eliminating dual-system maintenance
- > Grow your business by rapidly delivering new and changed products anywhere and any way

### In detail

## Manage projects effectively

Our 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 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 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.



We chose Duck Creek because it is an industry-leading solution that will bring significant value to our strategic objectives.

Mobilizing the Duck Creek platform in a cloud-based environment will help us reduce our infrastructure operating expenses while enabling us to focus on providing competitive products and services to meet the needs of our customers and stakeholders.



**JIM P. LEE**  
**Chief Information Officer**  
 Pacific Specialty Insurance  
 Company

# 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.

## Duck Creek OnDemand

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.

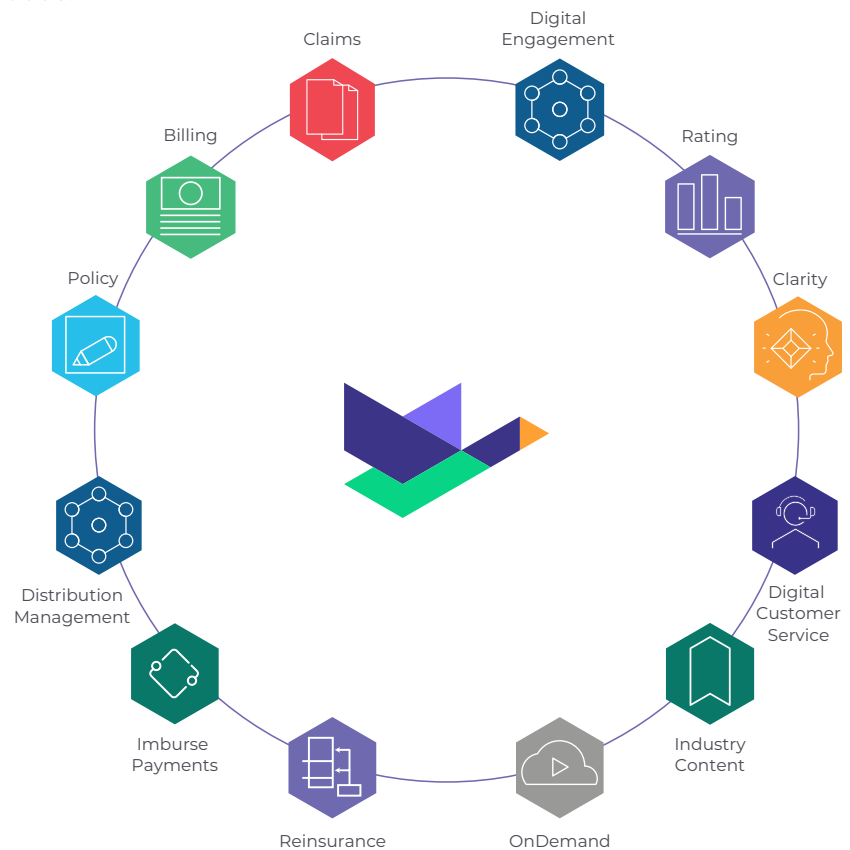
This configurable, scalable, and upgradable suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your software transformation 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.





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## 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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## VISIT

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