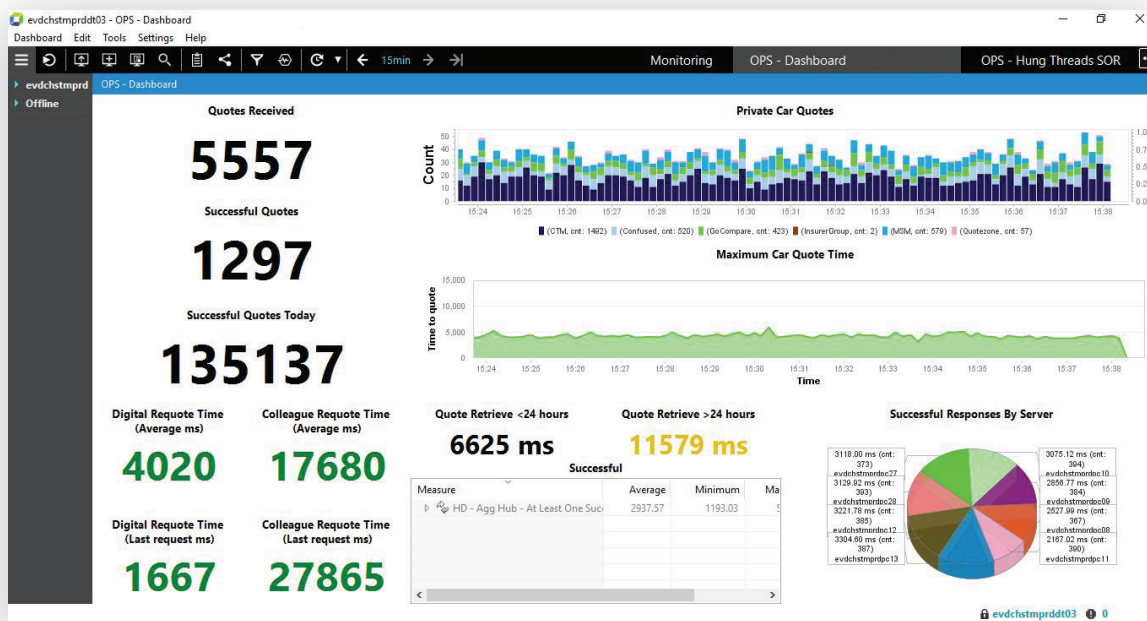




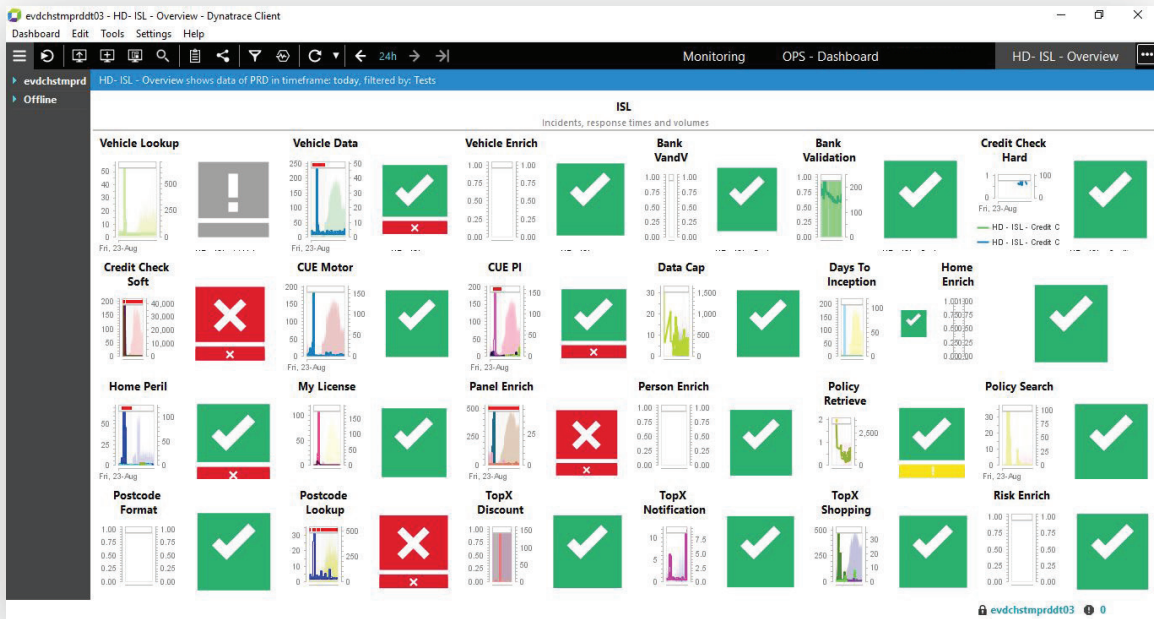
Duck Creek Support Services using Hexaware's AI/ML-Led Automation Platform

Enhanced Duck Creek Application Performance for Business Excellence

A well-performing Duck Creek application is imperative for customer delight and business success. For instance, inaccurate and outdated financial reserves lead to incorrect solvency margins being reported. Similarly, customer experience suffers which leads to a drop in business performance if the quote-to-buy digital journey on the Duck Creek Digital Engagement and Policy system is not optimized.



Sample Business & IT KPI Dashboards

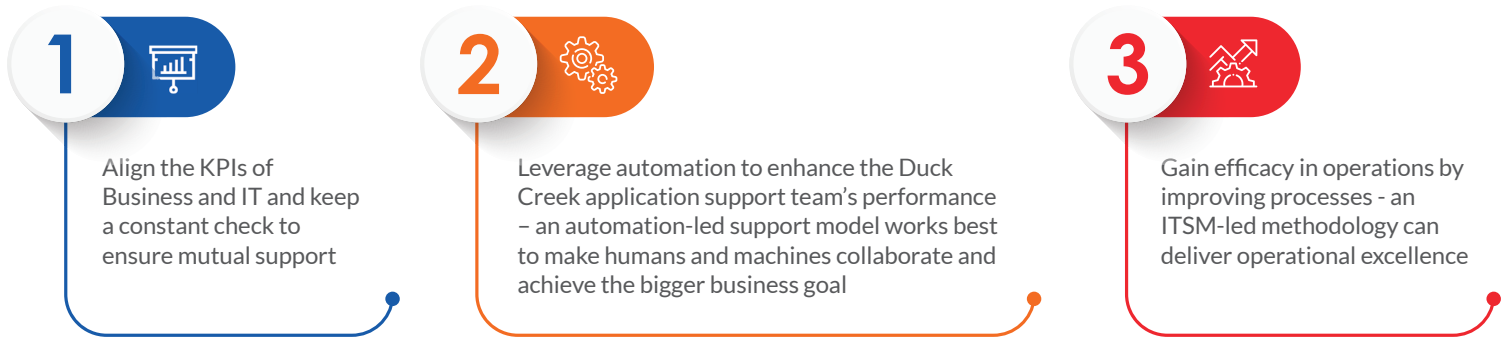


Sample Business & IT KPI Dashboards

Technological advancement has paved the path for business and IT to go hand-in-hand and reach the destination seamlessly. The failure of IT can severely impact business KPIs. To give an instance, the availability of Duck Creek Policy application will impact the premium booked through an online channel. Similarly, the claim settlement turn-around-time is dependent upon on-time delivery by the Duck Creek RUN & CHANGE team.

The Collaboration of IT and Business is a Pressing Priority

Insurers can enable business and IT teams to work in tandem by accomplishing these three steps:



Duck Creek Application Support and Maintenance: A Reality Check

The maintenance of Duck Creek applications includes two key types of activities:

- Reactive Activities** – A combination of business-as-usual activities (e.g., incident management, service requests and operational activities) carried out by the Duck Creek application support team to ensure smooth running of the applications eg. resolving Audatex batch job failure due to unacceptable vehicle data format
- Proactive Activities** – Activities meant to improve performance and prevent any predictable application failures fall under this category. The agenda is to ensure continuous improvement and add to the robustness of Duck Creek applications by proactively monitoring, detecting, and ruling out the causes of failure eg. cleaning non-standard claims data from external files to prevent failure of bulk upload jobs, policy data fix in any environment just by mentioning the policy number and path in the Policy XML

We have observed that application teams spend 80% of their time performing Reactive Activities – and that leaves barely any time for Proactive Activities.

What do we aim for?

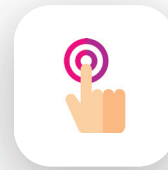
We intend to make the lives of Duck Creek support and maintenance teams easier by providing technological support for reactive activities, thereby freeing up their time to manage higher-order proactive activities. This can be achieved by:



Preventing incidents



Automating recovery when prevention is not possible



Enabling self-service if #1 and #2 do not work

Desire Business Sustainability? We can get you there.

Automation First, Self-Service Next and Smart People last is our credo.

Automating support and maintenance activities is at the core of our Duck Creek suite support solutions. Our philosophy and solution tenets to ensure Duck Creek applications perform their best, is outlined in the picture below:

Tenets for an optimized Duck Creek Suite Support Services



Continuous Monitoring & Reporting

- Enterprise dashboards to monitor and report Business and IT KPI's on daily and monthly basis



Automation led Operations

- BOTs to prevent incidents and automate recovery
- Tool driven incident and service request management, configuration management DB



Optimized Operating Model and PEX

- Run The Business stabilization, implement 24x7 Operating Model with Duck Creek skilled L1.5 team
- Implement test design to execution automation using Hexaware's iD2E platform and integrate it with DevOps pipeline to reduce release cycle time



Zero Risk Transition

- Implement a risk-free transition approach by leveraging tools, templates and customized transition plans for Duck Creek suite



Innovation & Customer Delight

- Continuous improvement in processes through bottom-up innovation enabled by Hexaware's BrainBox platform
- Re-Imagine customer journeys through Digital Interventions – Chat Bots, Intelligent Assistants leveraging AI & ML

Focus on Tools, Best Practices, ITIL Processes & Framework



Continuous Monitoring and Reporting

With a constant tab on monitoring and reporting, we ensure that the business and IT KPIs are aligned – this is done by leveraging an enterprise dashboard that provides holistic views of the KPIs on a daily/monthly basis. The monitoring platform for Duck Creek delivers a single source of truth by churning data from different ITSM tools.



Automation-led operations

Incident prevention and recovery automation for Duck Creek applications are done by leveraging BOTs. Insurers can automate recovery from Day 1 of their operations with our AI/ML-based automation tool constituting of a pre-built library of BOTs for the Duck Creek suite. The tool can easily integrate with defect management, service request management, incident management, and configuration management tools to enable straight-through-processing. Similarly, frequent service requests for common tasks are automated based on pre-built utilities eg. automatic identification of ISO form changes with side-by-side comparison and update, rate table updates in manuscripts, versioning manuscripts and create bulk manuscript versions for data, Pages, forms, ratings, rate tables for a particular Line of Business, password reset, bulk user creation.



Optimized operating model and PEX

In order to ensure minimal cycle time between build and deployment, our test automation suite which is custom-built for Duck Creek applications can be integrated with the DevOps pipeline. With regards to the operating model, we have a skilled L1.5 team that resolves incidents (raised by the users) rather than simply passing them to the L2/L3 teams, unlike traditional models. We also deliver 24/7 support across geographies.

Our team works with customers in different models of engagement such as managed services, managed capacity, fixed price, etc.



Zero-Risk Transition

We leverage our transition framework and tools to understand and document customizations done to the Duck Creek suite of applications. Insurers are charged a fixed price for the complete transition that we guarantee will happen in 8 to 12 weeks.



Innovation and Customer Delight via BrainBox

BrainBox is our in-house innovation portal that has saved more than \$70mn for our clients this year. We shall leverage BrainBox to deliver continuous improvements over and above the regular work. We also have innovative chatbots and intelligent assistants in our arsenal to boost Duck Creek's application suite capabilities. These technologies can be implemented on a business case basis to enhance customer experience.

Hexaware commits to



2-5% improvement in Business & IT KPIs



15-25% cost benefits through automation and process excellence



20-30% productivity improvement through elimination of incidents and automation



Commercial model on a gain-share basis. No cost for automation platform



Fixed transition cost for Duck Creek applications. No cost incurred for unsuccessful transition



HEXAWARE - DUCK CREEK PARTNERSHIP

Hexaware is a Duck Creek Consulting partner.

Our alliance with Duck Creek as their consulting partner, enables P&C insurers to implement, maintain, and upgrade their Duck Creek suite successfully, without any hurdles. Our talent pool of P&C experts and a globally expanding team of certified Duck Creek professionals have helped insurers deliver complex Duck Creek implementation programs without any hassles. With our flagship solutions and accelerators, we can decrease program risks, costs and timelines. Our model-based Integrated Design to Execution (iD2E) solution gives us the platform to automate more than 70% of the functional testing effort during Duck Creek suite implementations. Moreover, our Policy and Claims data conversion tool, iConvert+, automates 40–50% of the data migration tasks with predictable outcomes.

About Hexaware

Hexaware is a global IT services company empowering businesses worldwide to realize digital transformation at scale and speed. Our three-pronged strategy of Automate Everything®, Cloudify Everything® and Transform Customer Experiences® endeavors to drive human-machine collaboration for solving complex business problems. We enable future-ready organizations and market leaders to create lasting business value by helping them offer touchless immersive customer experiences through full-cloud enablement, digital product engineering and extreme automation.

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Hi-Tech & Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run Cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

We believe technology is a magical thing, and our purpose is to create smiles through great people and technology. Headquartered in New Jersey for North America, London for Europe and Singapore for the Asia Pacific, Hexaware services customers in over two dozen languages from every major time and regulatory zone.

Learn more about Hexaware at www.hexaware.com

Take an immersive 360° virtual tour of our campuses worldwide at www.hexawareimmersive.com

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Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.