Duck Creek
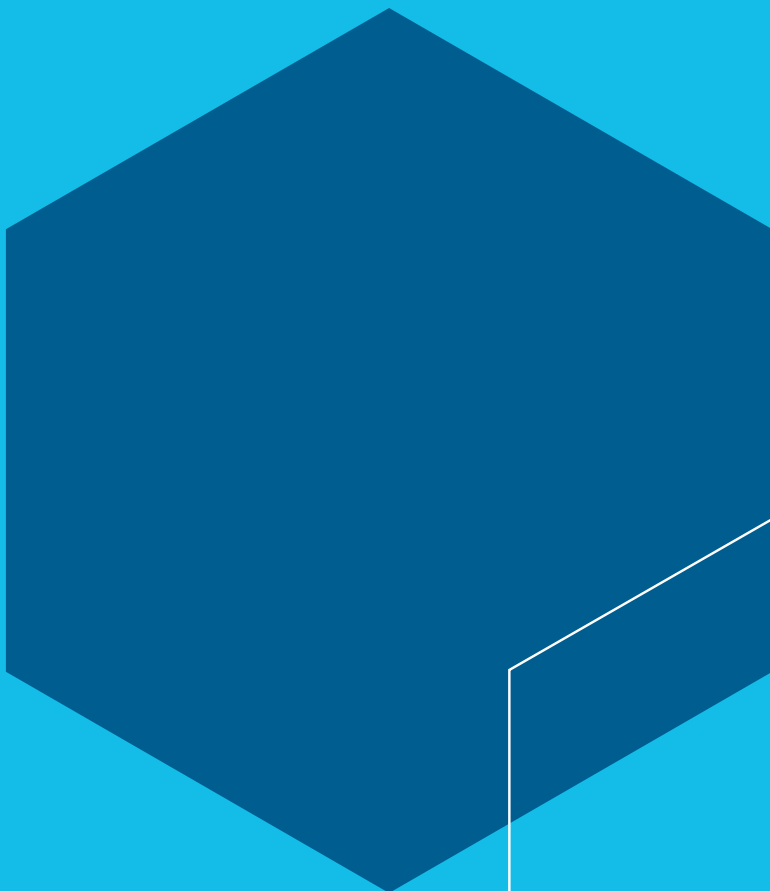## for Salesforce®

Effectively managing customer relationships while building and maintaining P&C insurance content and workflows is a difficult challenge.

Carriers shouldn't sacrifice business agility or suffer from increased IT spend and complexity because no single-vendor solution exists to solve both problems. Duck Creek for Salesforce lets insurers engage their customers with a comprehensive and dynamic experience through an insurance-optimized CRM solution.

Available on the Salesforce AppExchange, the Duck Creek for Salesforce app extends Duck Creek's capabilities into Salesforce to provide an empowered user experience for customer service representatives, agents, and others using the Salesforce CRM platform.

The unification of these two flexible, low-code, SaaS platforms increases business agility, enables end-to-end automation, and improves customer experiences. Delivered through the low-code Duck Creek Platform, changes made in Duck Creek applications are reflected automatically and seamlessly in the Salesforce Lightning user experience.

66

CRM systems are emerging in importance in the insurance industry - both as a tool for captive agents, and also as a front end for call center representatives. But CRMs are most useful when integrated with underlying core systems, permitting access to policy information, billing information, and claims information. And realtime integration delivers the most effective experience. This partnership with Salesforce allows Duck Creek customers to easily utilize the broad capabilities of Salesforce as a tool to drive superior customer and agent experiences.

99

KARLYN CARNAHAN
Head of Property Casualty Practice for the Americas
Celent

Duck Creek

for Salesforce®

The Duck Creek for Salesforce App couples the Duck Creek Platform with Salesforce Financial Services Cloud, pairing the leading SaaS CRM platform and SaaS P&C insurance platform for efficient and seamless agent, CSR, and policyholder experiences

Available now on the Salesforce AppExchange, the Duck Creek for Salesforce app extends Duck Creek's capabilities into the Salesforce Financial Services Cloud and Lightning platform

Improved Customer Satisfaction

Today's customers expect companies to know them, and to be able to solve their problems with a single call or online visit. No more dialing one phone number, then waiting to be transferred to a billing specialist for a billing question, and then transferred back to an insurance agent for a question about premium changes. A truly customer-centric user experience is defined by efficiency and speed. And Duck Creek for Salesforce delivers.

Maximized Value in Every Interaction

Carriers using Salesforce are interested in maximizing the value of each customer interaction, and are motivated to launch and test new insurance products and offerings. The low-code Duck Creek Platform is the best P&C solution for rapid insurance product and process innovation, and the Duck Creek for Salesforce app enables carriers to realize the benefits of both solutions in one seamless Salesforce Lightning UI.

An End-to-End Customer Management Solution

Duck Creek solutions enable carriers to automate end-to-end core processes from customer touchpoints to back-end fulfillment, from quoting to policy servicing and more. Salesforce provides a CRM system that optimally manages different moments of customer engagement. Duck Creek for Salesforce brings the two together as one complete solution, allowing insurers to best support their prospects and customers in a robust, customer-centric experience.

Integration
The Duck Creek Suite: Power through choice

The Duck Creek Suite gives you rich functionality and the agility required to be successful. It's built on the open, connected Duck Creek Platform and comprised of billing, claims, policy, rating, digital engagement, and data insights software that can be implemented stand-alone 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 supports 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 realtime 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.

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.

CONTACT US

North America
+1 866 972 2981

United Kingdom, Ireland, Europe, Latin America and South Africa +44 (0) 20 7844 4000

Asia Pacific, Australia and New Zealand
+61 (2) 9005 5000

VISIT

www.duckcreek.com

Duck Creek
Technologies