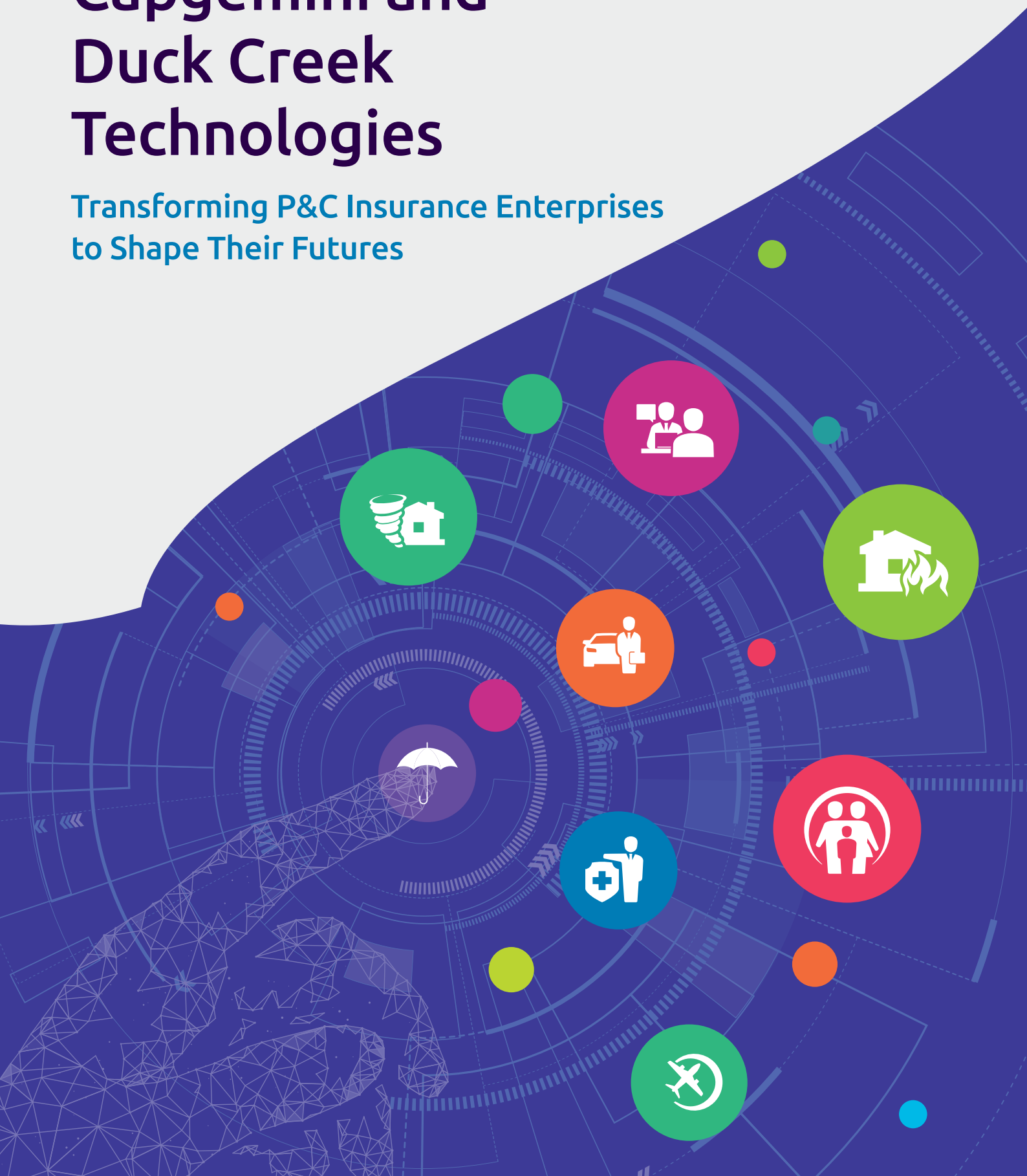# Capgemini and Duck Creek Technologies

Transforming P&C Insurance Enterprises to Shape Their Futures

# Digital innovation is rapidly transforming the insurance landscape

The insurance sector is witnessing a huge transformation due to the rise of tech-savvy customers who expect on-demand, transparent, and seamlessly connected services. On the other hand, insurtechs are delighting customers with agile and personalized digital services. Areas that have been static for decades are now in flux. This is putting tremendous strain on incumbent P&C insurers to stay above their competition by changing gears.

Insurers must combat these market challenges by embracing a holistic transformation strategy that includes the following components at the core: digital, data and analytics, innovation, and cloud solutions. This means overhauling digital channels and modernizing core business systems to prepare for the future in a disruptive environment.

New systems are only transformative if they are implemented correctly and optimized in line with business goals. To truly reap the full benefits of such systems, insurers need an integration partner with core systems experience, deep insurance industry know-how, and the digital capabilities of tomorrow. For P&C carriers who invest in Duck Creek solutions to modernize their core systems, Capgemini is that partner.

- *Superior customer experience has become table stakes, and product innovation and experience development are the new competitive battleground**

- *Insurers must embrace the open ecosystem and collaborate at scale with mature insurtechs and third-party specialists to develop innovative solutions and enable quick product launches**

- *Insurers can take the center stage of the marketplace or be a part of one orchestrated by other entities***

*Source: * - World insurance report, 2019 by Capgemini and Efma
** Capgemini Financial Services Analysis, 2019

> *Today, more than ever, product agility is paramount for insurers. The ability to change and adapt insurance products quickly to address evolving market demands separates best-in-class carriers from the rest of the pack. Duck Creek's low code OnDemand platform enables customers to stay ahead of the market by empowering business users to change product configurations without engaging IT in lengthy and expensive projects. Coupled with Capgemini's leading capabilities in claims and operations automation and digital acquisition, insurance customers can become the Inventive Insurers of the future.*
>
> *Seth Rachlin, Chief Innovation Officer , Insurance, Capgemini*

# Building the future-ready insurer

As a Duck Creek Platinum Partner, we have served 35+ clients with Duck Creek implementations since 2007. Along with this, we have advanced industry-recognized digital capabilities to provide strategic roadmaps to clients who need to embrace the future needs of a connected experience.

## Fig 1: Capgemini Differentiators

- **In-depth Domain Knowledge**
- **Digital Innovation**
- **Proven Delivery**

| In-depth Domain Knowledge | Digital Innovation | Proven Delivery |
|---|---|---|
| **50+** Duck Creek projects | **450+** Duck Creek practitioners | **9,500+** insurance practitioners |
| **30+** years of insurance experience | Serving 13 of the **top 15** insurance | **Global** Duck Creek Centers of Excellence |
| Pre-built accelerators for faster implementations | Industry-recognized digital innovation, data, and on-demand solutions | 200+ certified engagement managers |

## Duck Creek PLATINUM Partner

- **Strong domain knowledge of P&C insurance :** With over 30 years of experience and 400+ insurance clients, Capgemini has extensive P&C domain knowledge. We have 450+ Duck Creek practitioners, of which 100+ have been certified as Master-level Duck Creek experts.

- **Advanced capabilities for the digital needs of tomorrow :** Capgemini brings the latest capabilities in **digital solutions, cloud-hosted technology, and analytics-based reporting,** so insurers are able to transform themselves to embrace the needs of tomorrow.
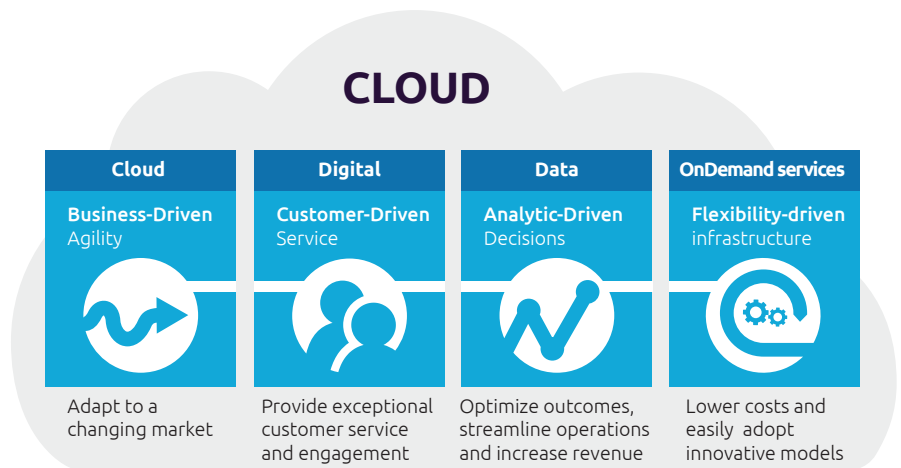
- **Proven track record of on-time, on-budget delivery implementations:** With **over 50 Duck Creek implementations** completed, Capgemini uses special **project accelerators** to speed up delivery without compromising quality. A **ready-to-use Delivery Workbench** includes standardized frameworks for business analysis and design, pre-built testing artifacts, ready-to-deploy data conversion maps, reporting and business intelligence frameworks, and an integration framework for greater customer engagement and transparent 24/7 services to meet the demands of Gen Y customers.

# Duck Creek and Capgemini Value Proposition

**Fig 2: Embrace the future with greater digital engagement and modernization of core systems**

## CLOUD

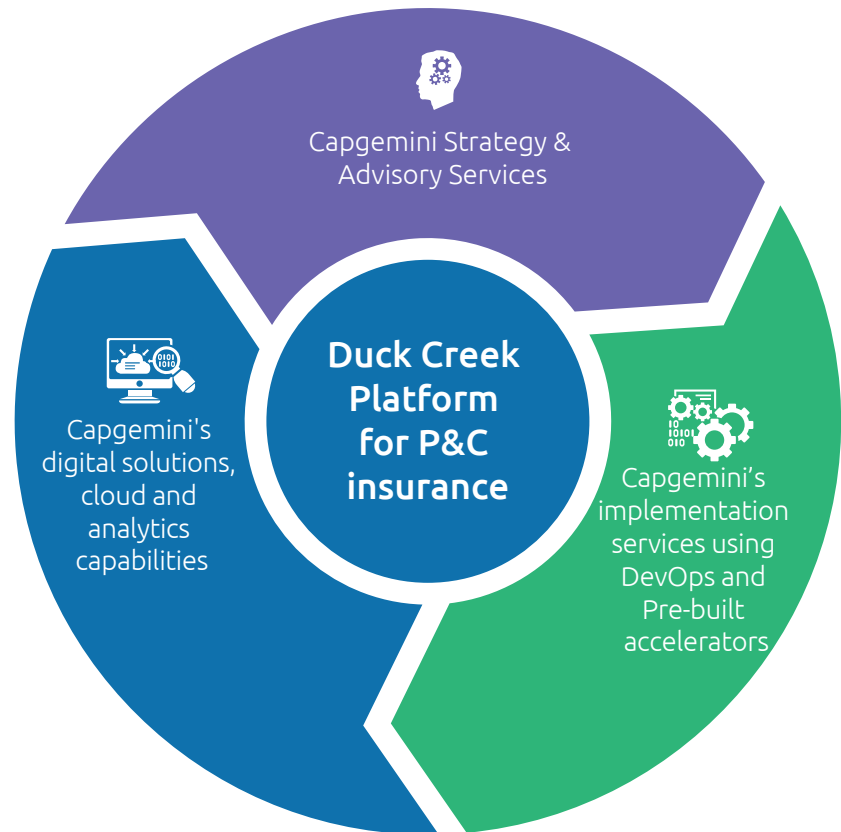| Cloud | Digital | Data | OnDemand services |
|---|---|---|---|
| **Business-Driven** Agility | **Customer-Driven** Service | **Analytic-Driven** Decisions | **Flexibility-driven** infrastructure |
| Adapt to a changing market | Provide exceptional customer service and engagement | Optimize outcomes, streamline operations and increase revenue | Lower costs and easily adopt innovative models |

To compete in a rapidly changing environment, incumbent insurers can modernize their core systems using the Duck Creek Platform so they can enjoy the latest insurance domain practices, business agility, and faster time-to-market. The Duck Creek OnDemand SaaS solution allows for lower operating costs and optimized performance, and can be expanded easily with an open architecture as newer, innovative solutions emerge in the market. The digital layer is key to providing greater customer engagement and transparent 24/7 services to meet the demands of Gen Y customers. The analytics layer allows insurance executives to make important decisions not only to streamline operations, but also target specific segments to bolster revenue and profits.

# Capgemini Duck Creek Service Offerings

Capgemini Strategy & Advisory Services

Duck Creek Platform for P&C insurance

Capgemini's digital solutions, cloud and analytics capabilities

Capgemini's implementation services using DevOps and Pre-built accelerators

## Full Platform of Services

The Duck Creek Platform provides a comprehensive set of systems to support your core insurance operations such as billing, claims, policy, and rating. The Platform's components cover the entire insurance value chain while providing the extensive functionalities required for you to address changing market needs.

## Digital Services

Utilizing APIs and Duck Creek Anywhere, Capgemini ensures that all your connected systems will be able to talk and transact as an integrated solution, providing customer-centric results that drive retention and business growth. Digital services for insurers include:

- Easy to use applications - **The Duck Creek Platform** enables customers to access quotes, report a claim and track status
- **Duck Creek Customer 360 -** Tools that give access to a holistic view of customer information and relationship with the insurer
- **Data Insights - Duck Creek Insights** is a core system for insurance data delivering quality data, analytics, operational, management, and financial reporting insurance companies need for competitive advantage

## Duck Creek Testing and Quality Assurance Services

Testing and quality assurance (QA) is an essential transformative business function. In the insurance industry, Capgemini has the reputation of trusted partner and testing innovation enabler. Our testing services are proven to deliver measurable improvements in quality, faster time-to-market, cost reduction, and more efficient IT operational processes. Our testing practice has more than 1,500 dedicated insurance testing professionals. Capgemini testing services clients benefit from:

- Total cost of testing reduced by up to 30%
- Quality levels improved by preventing more than 98% of high-severity defects
- Time to market decreased by at least 15%
- Technical and business risks significantly mitigated
- Overall management of quality assurance process

## Capgemini's Duck Creek Accelerators

As a Duck Creek Platinum Delivery Partner, Capgemini consistently invests in accelerators, tools, and methodologies that enable insurers to transform their businesses. We leverage our unique and proven accelerators to drive down project timelines and maximize efficiency across all core and digital initiatives. Our accelerators reduce the time and cost of system implementation.

As Capgemini's dedicated Duck Creek practice continues to expand, so does its library of accelerators. Some of our proprietary accelerators that set us apart from our competitors include:

1. **Smart QA:** End-to-end ecosystem to make smart decisions based on cognitive and analytics capabilities from the testing system. This includes Smart Assets, Smart Integrations, and Analytics and Cognitive Engine with Natural Language Processing Capabilities.

2. **Software Manufacturing Insurance Products (SMIP)**: A proven factory configuration model

3. **DevOps:** Continuous integration and development approach for improved quality, stability, and automation

Capgemini's accelerators reduce the time and cost of system implementation.

**Accelerators exist for:**

- Card payments
- Chart of accounts
- Policy import
- Legacy conversion
- Earned/unearned premiums posting
- Electronic file transfer
- Check refunding
- Database updating
- Claim Line & Coverage mapping tool
- Policy Design workbook generation
- Template upgrade methodology
- Deductible billing

# Success Stories

## Saxon

**Challenge**

After implementing Duck Creek solutions, Saxon captured 25% market share on the Cayman Islands in their first year of operations. Despite their success, they discovered only 1% of their business was coming through their consumer portal. Saxon needed help redesigning the user experience of the consumer portal to increase traffic. As a small start-up company, it wasn't economical to hire and train a large pool of Duck Creek experts.

**Solution**

Capgemini's expertise with these core systems made us the natural choice to help Saxon redesign their consumer portal and bring additional products to market quickly. Before redesigning their consumer portal, we recommended migrating to the latest Duck Creek software version to improve system stability and functionality. As part of the portal redesign, Saxon wanted to add credit card processing. We introduced Process One, from One, Inc., which gave them the ability to process credit card transactions securely through a simple interface. Capgemini also designed and developed a business intelligence system for Saxon, bringing together data from all three core systems. The new BI solution allows the CFO to analyze Saxon's product lines and to implement product changes more rapidly.

## Dovetail Insurance

**Challenge**

As a MGU and Business Process Outsourcer, Dovetail needed help managing unpredictable demand for experienced Duck Creek resources. They needed a scalable partner with deep experience to help them augment their existing workforce.

**Solution**

Capgemini provided a pool of senior-level experienced Duck Creek resources who Dovetailcould direct on a daily basis to manage projects including: version migrations, implementation of new product lines, custom application development, and regression testing.

The flexible staffing model provided by Capgemini has allowed Dovetail complete flexibility in allocating resources where the need is the greatest at any given moment.

Capgemini's experience and flexibility made us the natural choice for Dovetail.

## Major UK Carrier

**Challenge**

A major UK-based carrier was in the midst of implementing Duck Creek's Policy and Billing solutions in order to modernize their core processing systems. Due to the complexity of their program roadmap, numerous internal and external integrations, and issues with the incumbent SI vendor, the client engaged Capgemini to complete the program implementation for their direct-to-consumer features and affinity partners.

**Solution**

The client and Capgemini worked closely together to transition the implementation from the incumbent vendor and re-plan the program's execution. Based on Capgemini's extensive expertise, the entire program was revamped and revitalized, including requirements definition, configurations, the architectural approach to integrations, functional and non-functional testing, and project oversight. We also adopted a SAFE Agile approach, which promoted a true 'one team' culture. Ultimately, the program was completed on schedule, and Capgemini continues to provide application maintenance during steady-state operations. This project represented one of the most complex programs Capgemini has done, and proves the robustness of our capabilities and resources.

## Large Commercial Insurance Carrier in US

**Challenge**

A client is a large global P&C carrier who needed to upgrade their existing Duck Creek Policy solution in order to stay current with product enhancements and technology upgrades. The project also included an upgrade for ISO templates for the BOP and umbrella products.

**Solution**

The client elected to work with Capgemini to ensure that the upgrade was done as quickly and efficiently as possible. We used a balanced onshore/offshore team to allow 'relay' style development, i.e., passing critical items from one team to the other to provide near 24-hour turnaround time, thereby reducing task durations. We also introduced an agile methodology that now supports monthly code releases into production, and are analyzing areas to simplify system configurations to streamline acceptance of future Duck Creek base releases.

## About
## Capgemini

ACapgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms.

Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of €17billion..

Learn more about us at

## www.capgemini.com/insurance

## About
## Duck Creek

Duck Creek Technologies is a leading provider of core system solutions to the P&C and General insurance industry. By accessing Duck Creek OnDemand, the company's enterprise Software-as-a-Service solution, insurance carriers are able to navigate uncertainty and capture market opportunities faster than their competitors. Duck Creek's functionally rich solutions are available on a stand-alone basis or as a full suite, and all are available via Duck Creek OnDemand. For more information,

visit

## www.duckcreek.com