

EVIDEN
an atos business

**Digitally transforming
the insurance business
with Duck Creek**

Eviden's Duck Creek Center of Excellence (CoE)

Eviden's Duck Creek CoE employs reusable components, custom-built accelerators and industry best practices — coding standards, guidelines, and naming conventions to deliver excellence. Our library of accelerators helps businesses quickly implement Duck Creek and accelerate time to value. The Eviden Duck Creek CoE team includes more than 400 dedicated experts.

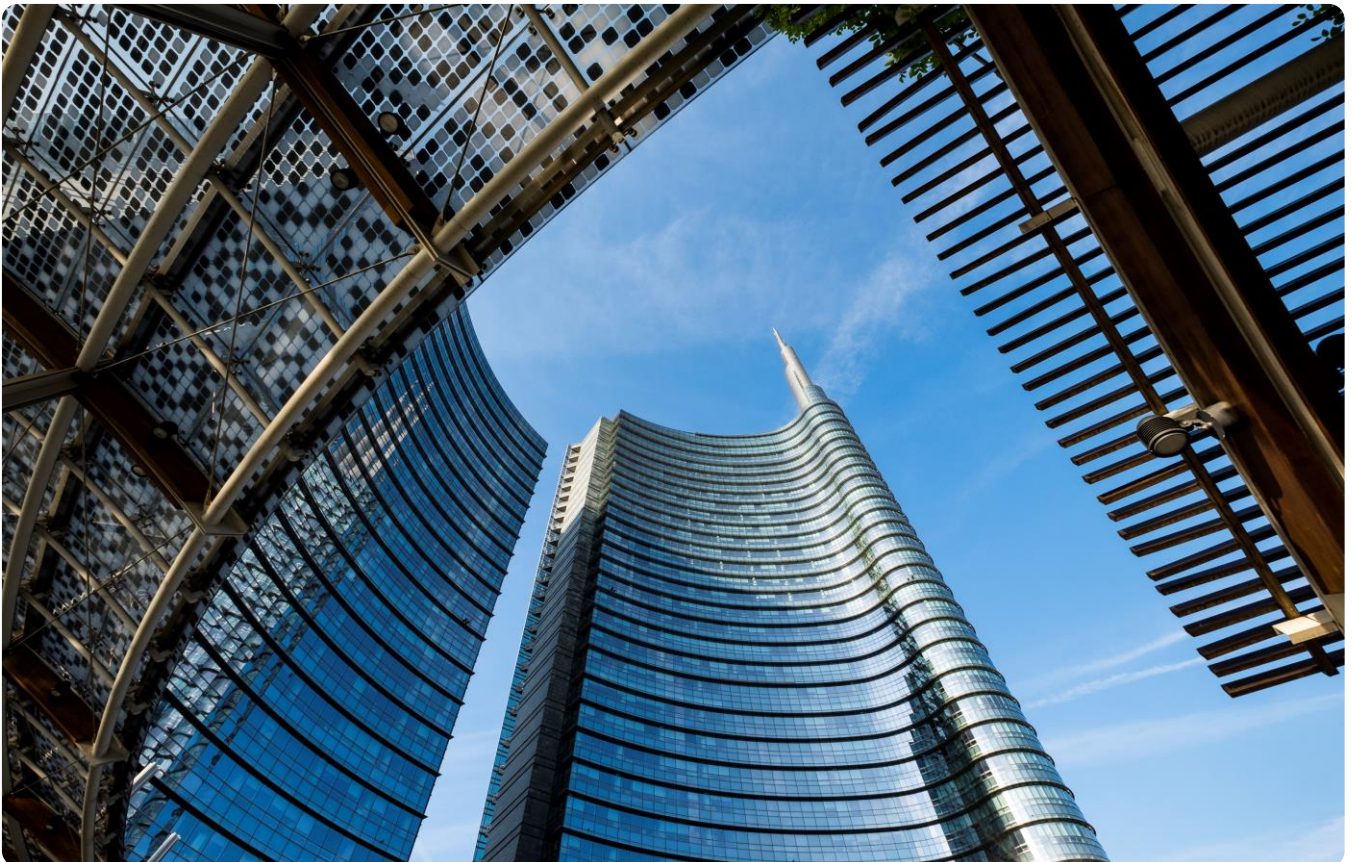
In 2022, we won the **Duck Creek Innovation Award** for **OnDemand Enablement Tooling** initiative.

About the Eviden Duck Creek Partnership

Eviden and Duck Creek have more than 15 years of experience working together on core system modernization across modules like **Policy, Billing, Claims and Insights**

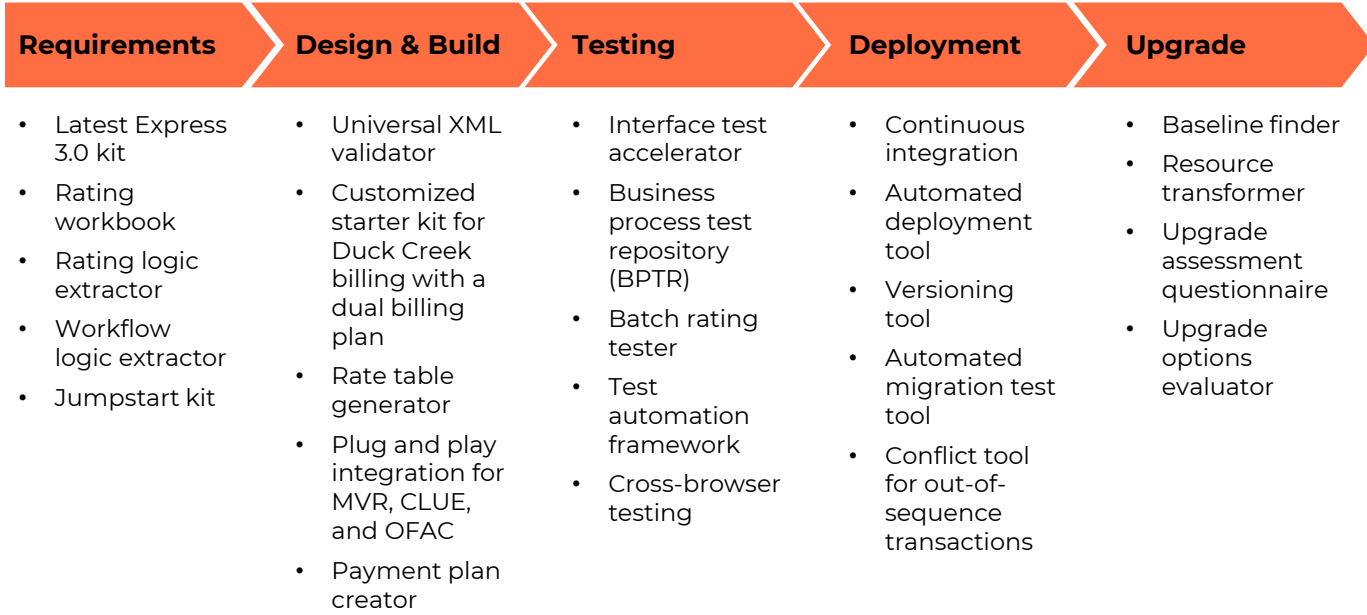
Together, we have executed **170+ Duck Creek implementations for 25+ clients**

We have delivered 5+ major upgrades and built a suite of accelerators to expedite implementations. We have successfully implemented upgrades to OnDemand and build accelerators around it



Eviden's Duck Creek Accelerators

Atos employs a comprehensive suite of 85+ custom-built solutions and enablers for Duck Creek. Our in-house accelerators play an important role in delivering value at every stage of the Duck Creek implementation lifecycle.



30%

Faster requirements capture

20%

Cost savings

40%

Reduced efforts

25%

Faster deployment

15%

Faster upgrade

25% overall savings in project efforts

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Delivering excellence

Leading insurance carriers across the world choose Eviden as a trusted partner to manage their Duck Creek implementations across a spectrum of their commercial, personal and specialty lines of business. Here's how these insurance businesses partnered with Eviden to reap rewards with a Duck Creek solution.

Leading P&C insurer overcomes legacy limitations with a Digital transformation initiative

At a glance

A P&C mutual insurance company had engaged four affiliates for their commercial lines of business — each with its own legacy IT system. This disparity created a variety of challenges: difficulty collaborating, increased time-to-market, high costs and a large amount of manual rework for new product launches.

Working closely with Eviden, the insurer replaced its entire core system with Duck Creek's policy administration system.

We adopted a proven policy conversion strategy to consider products with high new business potential early in the cycle with conversion lead time of 90-120 days.

Outcomes

- 25% cost savings by leveraging Eviden's product platform framework
- Improved collaboration between Underwriters and Agents
- Multi-track rollout of eight products across 10 states with new system in place
- 60% reduction in requirements gathering time by leveraging Eviden's jumpstart kit
- 40% automation in test design and execution with SyntBots®



Eviden rolls out DC OnDemand-Full Suite for Personal lines insurer

At a glance

A US-based personal lines insurer was looking for a systems integration partner for their OnDemand cloud modernization journey. Their goal was a 15-state rollout that included a full suite DCOD v7.0 implementation that covered policy, billing, data insights and distribution management. The insurer engaged Eviden to design a robust system with 20 integrations (including LexisNexis, TransUnion, Verisk, HILDI) that would be compatible with both OnDemand and Off Premises.

Outcomes

- 100% OnDemand implementation including all policy, billing, data insight and distribution management systems, with demos of key functionality to business users for higher customer satisfaction
- On-time delivery, reduced dependency for rate changes on Development team enabled the insurer to meet timelines and organizational rollout goals
- 75% reduction in requirements gathering time by leveraging Eviden's jumpstart kit
- Automated conversions of legacy policies to Duck Creek upon renewal



Leading P&C insurer modernizes and upgrades DC platform to meet tomorrow's insurance needs

At a glance

A global P&C insurer had many legacy systems that operated in silos with different capabilities, limitations and user experiences. The insurer was looking to consolidate these legacy systems onto one standard platform. The insurer zeroed in on Duck Creek as its choice of platform and engaged Eviden as the system integration partner for the project.

We implemented 24 products, including automating policy migration from legacy systems and implementing new lines of business.

We employed our SyntBots® platform to automate policy transactions and deliver straight-through processing.

Additionally, we executed multiple product implementations in 7.1 and Express 3.0, with platform upgrades into 6.3.x and 7.1, including re-skinning as part of an Express 2.0 to 3.0 upgrade.

Outcomes

- 33% faster quotes and policy issuance process
- Up to 40% improvement in Underwriters' efficiency by automating underwriting rules and tasks, pre-filling data from third party firms
- 60% effort savings on legacy to Duck Creek policy conversion using Eviden's proprietary data migration tool
- 6x increase in process throughput by automating policy transactions, with 99.6% automated processing and 100% accuracy
- 15% cost savings through reusability and greater efficiency using tools and accelerators



Eviden delivers DC Policy and Billing for Homeowners LoB in 8 months for P&C Insurer

At a glance

The insurer's current implementation of **Homeowners product on Duck Creek v7.2** did not meet expectations. The project was complex since it needed configuring a **tiered product structure with multiple coverage packages** and **12+ third party integrations** and comparative quote engines. There were more than **150 complex business rules** including referrals and declines.

Eviden adopted an iterative methodology with 'joint app-dev' sessions and implemented multiple third-party integrations (Verisk RiskMeter, A-plus (Loss History), Legacy claims, ISO/Verisk Location PPC, 360 Value, LexisNexis) and Conversions /Comp Raters were handled with a .NET WCF Services bus through a single end-point.

Outcomes

- Less than 25% customization, completing the entire product requirements to UAT cycle in 8 months
- Delivered a modern and responsive UI with Duck Creek Policy v7.2 and Express 3.0.
- Implemented side-by-side comparison of coverage options with premiums for ease of selection
- 40% lesser time-to-create-quote using Google's address type-ahead service
- Google street view implemented for precise property and location for both HO and BOP – enables Underwriters to see actual view of property during quote
- Automated conversion of legacy policies to Duck Creek on renewals
- Saved 60% time due to automated deployment and regression for each cycle





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