At the Heart of Delivering Strategic Value

Smooth DCT Implementation for a Leading US-based P&C Carrier

CASE STUDY

Synopsis

How do insurers ensure smooth implementation of Duck Creek Technologies (DCT) Policy Administration Systems (PAS)? NIIT Technologies understood the problem and addressed it for one of the top national P&C carriers in the US market. We carried out new implementations, LOB/state rollouts, platform upgrades, system integrations, and support and maintenance of Duck Creek PAS. Today, as their strategic partner, we continue to deliver more value with highly skilled professionals having extensive experience in Duck Creek PAS.

About the Client

One of the top national P&C carriers in the US market, the client offers both personal (Personal Home, Auto, Dwelling Fire, Package) as well as Commercial (Package, Business Owner, Auto) lines to its customers.

Business Challenge

Duck Creek implementation is an important step for insurers to reduce IT cost, improve operational efficiency, and customer experience. Recognizing this, the client wished nimble product implementations to speed up time-to-market, promise quality, and prompt service to customers/agents/brokers.

The client decided on a Duck Creek implementation, support and maintenance engagement with the following objectives:

- Reduce maintenance costs of policies on a third-party legacy platform
- Provide a modern, Web-based platform with third-generation rating for Auto
- Provide real-time, third-party integration with internal and external systems
- Implement new rating approach for the Personal lines Auto product

The client chose NIIT Technologies owing to our decades of experience in implementing Duck Creek PAS platform.

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Our Solution

NIIT Technologies' relationship with the client started in 2011 when we implemented Duck Creek for auto, homeowners, package, and dwelling lines of business in seven states of the US. Our experts were involved in providing data migration, support and maintenance, business analysis, configuration management, and document conversion. State-specific forms, rules and rating algorithms, and real-time integration of the underwriting platform with third-party and internal systems for complete business workflow enabled easy incorporation of the client's growing business demands. We also deployed and set up the production system and performed post-production activities for the client.

Duck Creek implementation was devised by leveraging our pool of Duck Creek resources, customized methodologies and frameworks, best-of-breed Duck Creek offerings, depth and expertise on Duck Creek and proprietary tools (Dev). We used our Center of Excellence for renewal policy conversion in personal lines of business—auto, homeowners, package, and dwelling, legacy dwelling fire systems, grandfathered forms, rules, and rating algorithms. In addition, data mapping, extraction, transformation, and policy dispatch, TransAct customization, and fully automated and semi-automated conversion was done with our support.

NIIT Technologies carried out a feasibility study for determining the right conversion approach for an existing book of business of more than 300,000 policies across three LOBs—Auto, Homeowners, and Package. A conversion approach and roadmap with milestones related to grandfathered coverages, rates, rules, and forms, operational workflow changes, and underwriting rule changes were also developed in view of major changes required in the DCT platform. We also analyzed data quality in the source system and created a detailed data migration strategy for the client.

Delivering More Value

- **More Savings:** Right-skilled resources deployed at the right time saved huge costs for the client.

- **More Reliability:** New business for both personal and commercial lines and renewal business for personal lines were delivered on schedule.

- **More Productivity:** We carried out continuous internal training to improve productivity levels of employees.
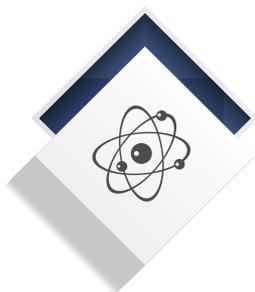
The NIIT Technologies Advantage

Built on robust product partnerships and a proven global delivery model, NIIT Technologies' Duck Creek implementation, support, and maintenance services helped the client integrate technology through the effective use of best-in-class frameworks and tools.

NIIT Technologies is a leading global IT solutions organization, differentiated on the strength of domain expertise; it services clients in travel and transportation, banking and financial services, insurance, manufacturing, and media verticals. Leading with its service vision "New Ideas, More Value," NIIT Technologies is committed to delivering new ideas combined with operational excellence to provide exceptional value to its clients. The Company is focused on helping businesses design sustainable, optimizable and winning digital operating models, enabling them to become agile, scalable, and flexible. Visit us at www.niit-tech.com

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