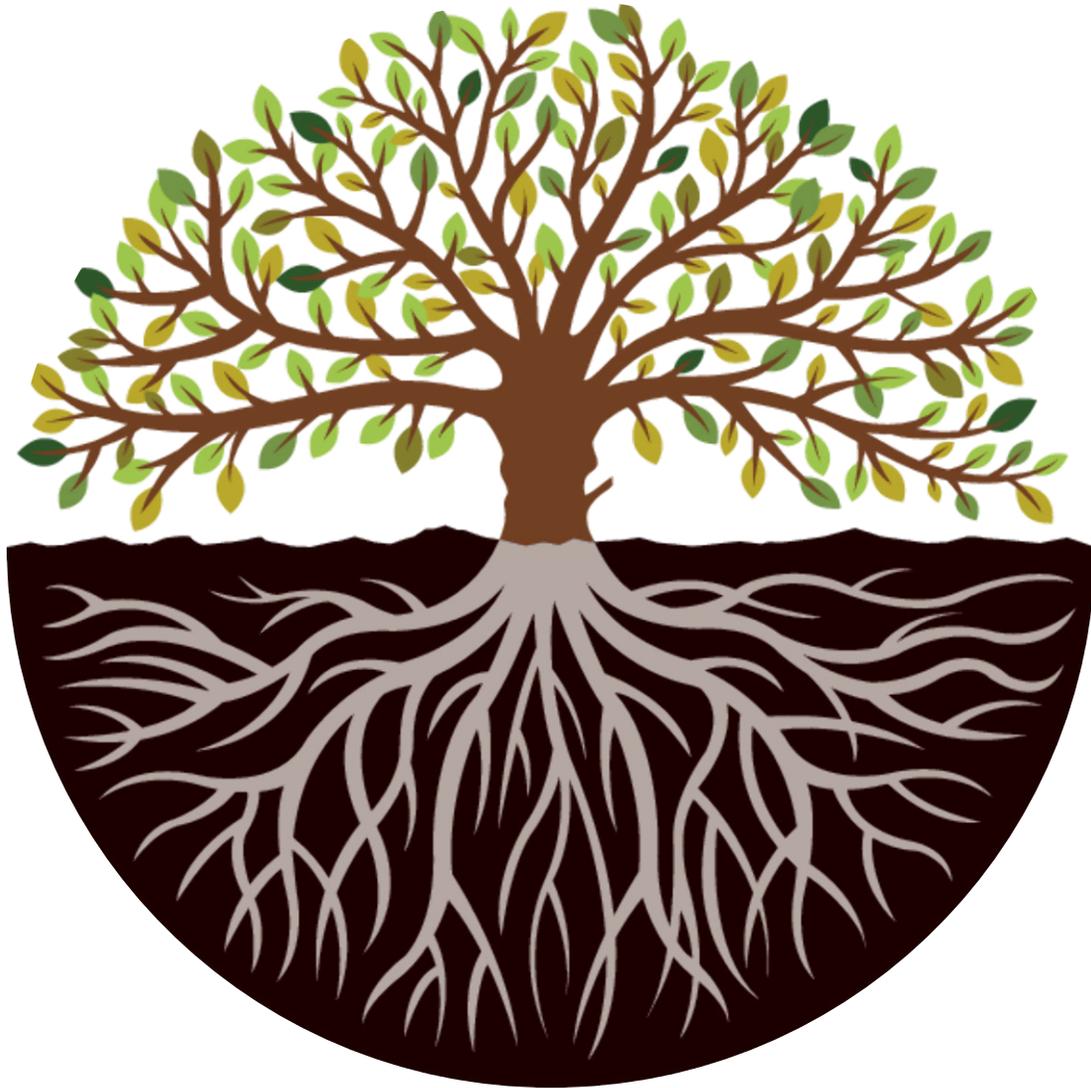


# Deloitte.



## **Preparing for tomorrow's insurance marketplace**

Deloitte Consulting LLP and Duck  
Creek Technologies can help you  
transform your business and  
your core systems

## A changing landscape

The insurance industry is undergoing enormous change. Older approaches to operations and customer management are quickly evolving with the adoption of modern technology. Online insurers, for example, are generating quotes using fully automated underwriting processes with sophisticated analytics to analyze risk and enable a fast turnaround. Claim payments can be reimbursed electronically starting with a photo of the damage without any user intervention.

Make no mistake. The results of your core systems transformation journey will likely impact your position in the market for years, or decades to come. Technology updates alone are not enough to achieve results. It requires leading practices and business processes, which cannot be implemented with lagging technology. Together, Deloitte and Duck Creek Technologies can help position you to achieve holistic results.

## Delivering increased value

In addition to technology delivery experience, Deloitte has a broad range of skills in specific insurance industry application areas. Our insurance industry team is comprised of people who have spent years in the insurance industry with day-to-day operations experience as actuaries, underwriters, brokers, and adjusters. They know what can work for your business — and what may not.

Our focus is on preparing you to compete in tomorrow's marketplace, and our alliance with Duck Creek Technologies enables us to combine our broad, end-to-end set of capabilities and experience to help you deliver increased business value when implementing your core systems. We start by helping you define your business strategy and objectives. Then we use technology from a leading collaborator as a tool to help create effective business outcomes. The Duck Creek suite of software includes policy, billing, and claims applications that are configurable and scalable. These applications work together as an integrated solution or can be individually implemented, either on premise or as a Software as a Service solution.

### Deloitte's four pillars for success in core systems transformation

#### Deloitte's Technology delivery experience

- Leading insurance technology delivery experience with core transformations
- Extensive experience in leading client implementations through each phase of the Software Development Life Cycle
- Industry-leading development methodology

#### Business Intelligence and Analytics

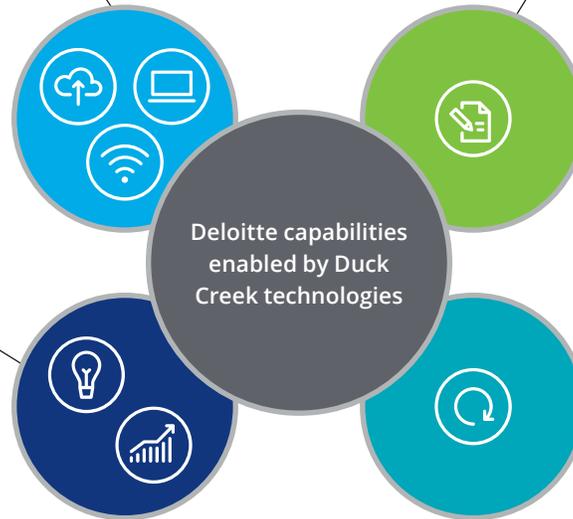
- The Analytics Accelerator for Insurance (AAI) solution framework offers a foundation to provide decision support capabilities
- An established platform provides a solution to BI and predictive analytics requirements
- Our tools include logical designs, comprehensive data models and actionable metrics fast-track deployment

#### Policy/Underwriting Excellence

- Deloitte's methodology supports detailed assessments of underwriting capability, maturity, and effectiveness
- We leverage algorithmic and predictive modeling capabilities to enhance existing process
- We provide an integrated solution supporting all products, sales channel modes and transaction types
- Our tools include prebuilt and customizable product templates for commercial lines (ISO) and workers'comp (NCCI)

#### Product Life-cycle Management

- With deep actuarial knowledge, Deloitte is positioned to provide product insights
- Our tools are designed to provide standardized modular product development with a configurable, single access point for product management



### **Reducing risk with technology delivery experience**

The obstacles on a core systems transformation project can range from a misdirected business strategy to a lack of experience with how to use the technology for creating business value. Our project teams bring a combination of technical and business transformation experience coupled with deep industry knowledge. This enables us to help you navigate the potential obstacles of a core systems transformation and align your implementation with your most critical business needs.

Across the network of member firms, Deloitte's Technology Practice has delivered some of the largest and most complex projects in the insurance industry. We can help you mitigate risk by following a tested road-map for implementation and leveraging numerous tools and accelerators that we've developed over the years through our insurance industry practice.

### **Driving process improvements based on policy and underwriting knowledge**

Simply automating your existing underwriting processes won't drive significant efficiency gains. Creating real process improvements requires both technical know—how and a deep understanding of underwriting requirements.

The combination of Duck Creek Technologies' P&C insurance software and Deloitte's deep industry and technical experience can help clients realize process improvements. Duck Creek solutions offer a flexible, integrated solution that includes policy, rating, billing, and claims as part of a package that can be implemented together, in combinations, or in stages one at a time or all at once.

Duck Creek Suite is designed to meet the needs of P&C insurers. The tools offer implementation options—individual modules or combined suite – for policy, rating, billing, and claims for all lines of business and configurability that can streamline processes and improve efficiency and productivity. The full suite of software is designed to improve customer service and lower costs by enabling businesses to configure rule changes independently, transact lines of business and process claims more efficiently. The Suite provides real-time information that is shared and managed throughout the integrated software, enabling informed business decisions, robust and timely reporting and effective process and solution management.

Our Duck Creek projects are staffed with individuals in our insurance practice who bring years of experience. We understand the nuances of the underwriting processes and can offer guidance and leading practices garnered from our experiences helping global insurance companies undergo business transformation

### **Improving efficiencies with a unified pricing offering**

Deloitte's Actuarial, Rewards, and Analytics group has developed a unified pricing offering, based on Duck Creek's platform, which simplifies the pricing model landscape. Through the years, insurance carriers have depended on a patchwork of spreadsheets and home grown solutions to manage pricing across different products, lines of business, and business units. These processes have been further complicated by acquisitions and new product development, resulting in a rapid expansion of disparate pricing models and methods in use. Without a unified pricing framework, carriers are at risk in mis-pricing, inefficient processes, high maintenance costs, and the inability to leverage data for reporting and analytics.

Deloitte's Insurance Pricing Accelerator provides a unified pricing framework supports multiple lines of business for new and renewal business to simplify the pricing model structure and improve efficiencies. The solution is designed to integrate with existing systems to help drive better decision-making.

### **Improving speed to market with product life-cycle management**

An obstacle to achieving speed to market is the lack of a consistent, repeatable approach to product management. In some cases, a sound approach is also limited or denied by lagging technology.

Deloitte's core systems transformation projects leverage our product development methodology that is based on years of experience helping global insurance industry clients develop products. The methodology allows us to define and drive process improvements that can help you reduce costs and bring your products to market more quickly. Our project teams include actuaries with years of industry experience who offer guidance on actuarial modeling of P&C insurance products and on leading industry practices.

## Enhancing the value of your data with advanced analytics

Deloitte's Business Analytics practice makes extensive use of data, statistical and quantitative analysis, explanatory and predictive modeling, and fact-based management to help our clients gain insights and drive integrated decision-making. Deloitte Business Analytics provides market-leading services in data management, business intelligence, performance management, predictive modeling and advanced analytics.

Deloitte's Analytics Accelerator for Insurance (AAI) is a customizable business intelligence and data warehousing tool that supports your ability to leverage the value of data to enable growth. The tool includes pre-designed and pre-built ETLs, reports, dashboards, and visualizations designed to support today's most common insurance industry requirements.

Deloitte's Analytics Accelerator for Insurance enabled for Duck Creek Technologies is a reusable solution framework built on Deloitte's industry knowledge and Duck Creek core systems. The working platform addresses the reporting and analytics requirements of insurance carriers using Duck Creek as their policy and claims

systems. The components of the platform include Duck Creek's Data Model, Data Integration, and Analytics solution. Benefits of the solution include:

- Accelerate setup of data foundation using data model blueprints
- Integrate Duck Creek and other systems with AAI with end-to-end reference architecture
- Fast-track ETL development through the usage of ETL routines that integrates, transforms, and loads data from Duck Creek to the AAI data model
- Analyze business through user friendly semantic layer and packaged dashboards and reports across critical business functions
- Perform high end analytics on policy and claims business, such as premium analysis and loss ratio, using powerful visualizations
- Predict early claims fraud and claims litigation through the advanced analytical models
- Accelerate project implementation by using insurance specific tools and standardized project deliverables



## Learn more

To learn more about how Deloitte and Duck Creek Technologies can help you compete in tomorrow's insurance marketplace, please contact one of the Deloitte team members listed below.

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