Customer story

Advanze helps P/C carrier improve renewal conversions 250% by elevating Duck Creek with RPA

What we did

To significantly increase efficiencies and effectively handle the high volume of policy renewals, we stood up a new Duck Creek environment, deployed a new enterprise data warehouse, introduced RPA to automate quote creation and over 80% of manual processes, trained staff, and launched 60 days ahead of schedule.

The situation

Our client, a regional P/C carrier utilizing a legacy policy administration system, was experiencing unbearable inefficiencies and degraded customer experience both overall and especially during the annual renewal period. In an effort to turn things around, the CIO adopted Duck Creek but immediately was met with additional challenges:

01 Churn & costs due to legacy systems

02 Stalled migration to Duck Creek

03 Resolution needed before approaching renewal period

How we did it

Through our unparalleled delivery model, we seamlessly delivered on these key areas:

Algorithmic Data Transformation: Eeployed efficient marking and a data extract algorithm tailed for Duck Creek interface fields;.

Robotic Process Automation Implemented proprietary RPA to optimize and or eliminate manual processes and quote creation

Seamless migration protocols: Through continuous blueprinting and prototyping we ensured buy-in and sign-off to deploy 3x faster. .

Results-at-a-glance

250%
Faster turnaround time

99%
Reduction in errors

33%
Cost savings

About our delivery model

Our unparalleled delivery model revolves around aligning business goals, 100% transparency, and delivering the highest quality solutions at the fastest speed to market so it's a win/win.

Shared Vision
From aligning goals and requirements gathering we bring the right people and ask the right questions.

Fast decisions
Throughout delivery we conduct demo -days to get everyone on the same page and receive stakeholder buy-in.

Perfect fit
From pre-development blueprints and step-by-step sign-off, to world-class testing, reporting, and acceptance

Meeting business goals
Achieving your goals is why you hired us and we take ownership and accountability to deliver fast and keep our promises.

The results

The enhanced strategy for policy conversion within Duck Creek yielded significant results, including efficient handling of policy volume during the 90-day renewal cycle, seamless transition to the new system despite complex business specifications, and ensured accuracy in data migration through automation and thorough validation. This tailored RPA solution not only met challenges but also exemplified adaptability to Duck Creek's environment, showcasing a successful and intelligent approach.

ADVANZE

About Advanze.
Advanze is the client-first digital transformation company helping modern P/C insurance carriers gain competitive advantage faster through deep but narrow expertise in core platforms and elevating enterprise profitability through extreme efficiencies.

Find out more at: advanzetech.com