Duck Creek
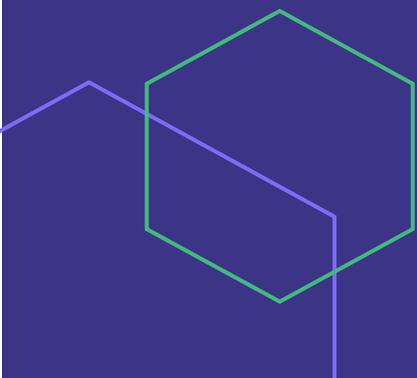## Billing

Is your billing system costing you?

In a dynamic marketplace, being agile is essential to property and casualty (P&C) insurers that want to grow. Working with a complex or outdated legacy billing system that no longer supports business demands or meets customer expectations will impede your ability to stay competitive.

At Duck Creek, we've got the products and the people to deliver the right solution for your business. With Duck Creek Billing you can implement unique business rules and handle flexible payment plans to meet customer expectations, today and tomorrow.

Duck Creek Billing's advanced technology and automation allows greater control over billing processes and better management of payment collections, all of which improves revenues, reduces operational costs, and enhances customer service.

We also make it easy to get up and running. The majority of our system's proven functionality is available off-the-shelf, including payment plans, billing forms and correspondence, electronic billing, commissions, security, business intelligence, workflows, and rules.

Need customization? Our extensive system configuration capabilities let you tailor your system in-house, with no coding required.
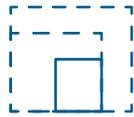
Billing, at a glance

Scalability for high-volume processing at high speeds—more than 700,000 invoices per hour

Accelerated deployment of new and changed bill plans

Use off-the-shelf payment plans and configurations, billing forms and correspondence, and common billing integrations to move new and updated bill plans to production faster.

Capitalization on new opportunities

Expand into other markets with new lines of business with billing capabilities that can support your business today and tomorrow.

Increased service volumes

Expand your scope with scalable software that adapts to new collection methods and makes it easy to reach more customers.
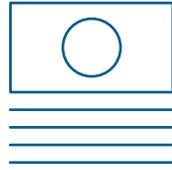
Reduced call times; enhanced service

Make more efficient use of call time when following up on inquiries with a customer summary policy view across all lines.

Better managed resources

Intuitive interfaces allow your business teams to make simple system changes without code—freeing up IT staff to focus on strategic projects.

Billing, in detail

Greater Volume Faster

Duck Creek Billing improves core operating performance by providing faster responses to inquiries, running significantly higher volume workflows when needed, and managing processes more efficiently through automation and defined business rules.

Duck Creek Billing gives you the flexibility and scalability needed to respond to business demands. Field-tested with insurers of all sizes, our software can handle high-volume processing as easily as routine volume levels—it's ready when you need the speed and capacity.

Technology excellence

At the heart of our software is a powerful tool designed for your users. Combining the latest technology and a laser focus on the customer ensures you offer the best service possible. From development and performance to user experience and customer support, our team is dedicated to building software that supports your success.

An integral part of our software is a dynamic insurance product definition and configuration toolset. Designed to let your business users define and maintain insurance products without tapping into valuable IT resources.

Key functionality:

> Centralized management offers more payment options, streamlines processes, improves collection rates and facilitates consistency across the enterprise

> Single point of change enables updates to be completed once and reflected through integrated systems

> One-click summary displays customer account information in a single location, providing easy access to policy details when responding to billing inquiries

> Advanced reporting capabilities allow businesses to define and measure their financial views in a customized, efficient manner.

Access information anywhere

Through Duck Creek Anywhere technology framework, third-party systems can easily access our product definitions and use the information to drive processing within their applications. When new technologies come along, you'll be able to quickly connect to them and share information.

This pre-integration with our global alliance partners' systems allows clients to manage maintenance costs and to adopt new technologies quickly. Duck Creek provides your business with immediately tangible benefits.

> Transform user-facing systems quickly and easily

> Improve the customer experience and overall satisfaction of all software users

> Reduce costs by streamlining implementation and eliminating dual-system maintenance

> Grow your business by delivering new and changed products quickly

Manage projects effectively

Our integrated project management capabilities let your team:

> Model product and rate change impacts on your active book of business

> Modify products and route approvals through our customizable workflows

> Preview and publish product documentation through an enhanced product view summary

> Use wizard features and tools to create and maintain products from planning to automated regression testing

Test automation simplified

The Duck Creek Test Automation Center is a robust and reliable platform for building automated test scripts for Duck Creek software. It supports a wide range of browser technologies and is designed for business users with limited technical knowledge to create high-quality automated test scripts. Owning the testing tool, your team can conduct rapid validation that expedites delivery of new or changed products from development to production.

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We need modern technology that supports both the diversity of our product offerings and our need to rapidly adjust to new market demands. Duck Creek software fits both of those requirements.

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TRACEY BERG
Senior Vice President &
Chief Information Officer
West Bend Mutual Insurance Company

Working with us

Implementation

Yes, we're a technology company, but it's the knowledge and experience of our team that truly sets us apart—no matter where you need support.

01

Experienced Team

Our Professional Services team is committed to working with you at every step to ensure your implementation is completed effectively and efficiently. Key system deployment success is our specialized methodology that focuses on iterative development and product quality that has been refined through years of continuous improvement.

02

Customer Experience

A dedicated Customer Success Team oversees each relationship and ensures satisfaction From initial contact through implementation and beyond, the primary focus of this team is to support your success.

03

Solution Center

Our user-friendly online resource provides access to real-time documentation—including release notes, implementation instructions, and user guides—for all software across the Duck Creek Suite.

04

Duck Creek University

High quality, consistent, and proven training. We have instructor-led courses and more than 300 web-based courses for targeted users and functions.

05

Partner Ecosystem

A strong and growing global network of delivery, solution, and technology partners with certified and experienced resources to provide choice and support throughout the insurance software lifecycle.

Delivery
With Duck Creek OnDemand, staying current has never been easier

Accessing Duck Creek Billing is even easier through our software as a service model. Duck Creek OnDemand is a powerful choice that offers:

> Quicker implementation

> Predictable costs that are aligned to usage

> Automatic and timely software upgrades with minimal business interruptions

> Real-time information from any Internet-enabled channel or device

> Quick response to changing business requirements through immediate access to Duck Creek software

Need more than a one-size fits-all solution?

The choice is up to you: stand-alone software or our entire suite available through Duck Creek OnDemand. No matter what you select, our software will work via any Internet-enabled channel, technology or device.

With Duck Creek OnDemand, our team enhances and hosts the software needed to run your business, which enables you to redirect IT resources to focus on other initiatives. From new quote to renewal, collections, and claims service, we deliver the solution our partners trust and value.

Integration
Duck Creek Suite: Power through choice

The Duck Creek solution gives you rich functionality and the agility required to be successful. It's an integrated platform comprised of billing, claims, policy, rating, digital engagement, and data insights software that can be implemented independently or via a combined approach to manage all aspects of the insurance lifecycle. Built on web-enabled, service-oriented, event-based architecture with off the shelf functionality, our suite can support insurers of all sizes, whatever new innovations may come along.
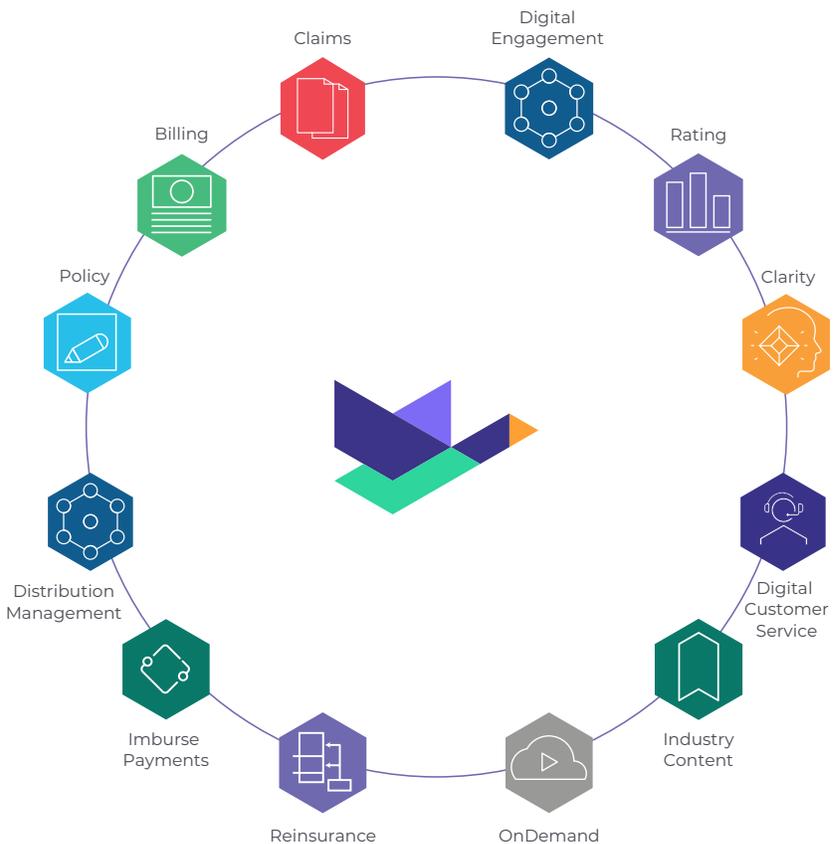
This configurable, scalable, and upgradable suite of software can help your business make better decisions in a real-time environment, streamline operations, and enhance customer service. And with transparent costs and no hidden fees, we provide the cost certainty needed to move your software transformation forward. As the marketplace evolves, our suite allows you to respond quickly to capitalize on the new opportunities when available.

Our unified global enterprise platform is designed to:

> Reduce risk and cost

> Make implementation, maintenance, and upgrades easier

> Facilitate business improvement throughout the insurance lifecycle

From a 360-degree view of each customer, to omni-channel capabilities, to delivering enhanced multi-language options and geographic support, we've got the software to meet your needs.

Duck Creek
Technologies

ABOUT DUCK CREEK

We are Duck Creek.

We give insurers a genuine path to the future with advanced technology grounded in decades of industry expertise, responsive to the unique challenges of each carrier, and shaped by the day-to-day of human behavior.

We believe that technology should empower ingenuity, rather than replace it. Our solutions are inspired by scenarios, not screens, to accommodate variability and make room for creativity. We strive for outcomes that are immediately felt and need little explanation–where highly customized environments flow seamlessly into how you think and work, and deep technical complexity is experienced as a moment of radical simplicity.

We are sustained by a persistent curiosity that isn't afraid to challenge the norms of this industry, that believes the vision for tomorrow need not be tied to the legacy of today, and it is our job to get you there a little sooner.

We are in the business of technology, but we also know that technology is a means to a bigger, more hopeful purpose– to incubate the ideas that will make carriers faster, smarter, and stronger; to enable people to realize their full potential; and to insure the possible, today and tomorrow.

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