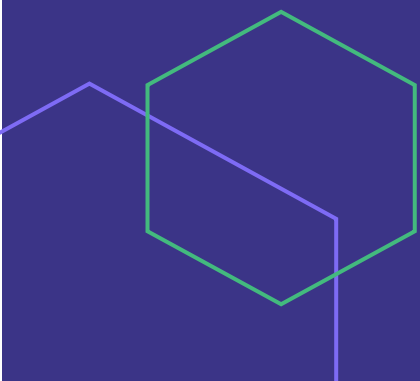




Duck Creek
Technologies

Duck Creek Producer



Modernize the producer experience.

Challenge

Evolving customer expectations, emerging technologies, and disruptive new entrants are putting pressure on both agents and insurers to respond, or risk losing business if these forces are not addressed.

Producers who deal with complex experiences defined by multiple carrier portals or significant manual work are failing to respond to customers in the timely manner that is expected. At the same time, insurers who struggle with inefficient IT delivery processes will be unable to keep up with the market's demands.

For insurers to keep themselves and their producers relevant, they must improve the ease of doing business and deliver innovations with speed.

Solution

Duck Creek Producer enables P&C and General Insurance insurers to deliver genuinely valuable and satisfying experiences resulting in more productive and loyal independent agents.

Duck Creek Producer incorporates extensive persona-based research and ACORD-based industry standards into its design, resulting in tools and workflows that are visually appealing, intuitive, and easy to use.

Powered by the Duck Creek Platform, Producer is designed to create operational efficiencies and speed to market with its single point of change capabilities and out-of-the-box integrations to agency distribution channel technologies.

83%

of agents say they would write more business with carriers if they provided real-time appetite & quoting within their management systems that made it easier to find markets.

IVANS 2024

Annual Agency-Insurer Connectivity Report

Producer, at a glance



For agencies to stay relevant and competitive in this fast-paced, evolving market, agencies are looking for insurers to deploy and support full functioning sales and servicing capabilities that drive operational efficiencies and enables customer satisfaction across all lines of business. Duck Creek Producer is designed specifically for the producer and delivers the digital experience and engagement expected in the digital world we live and operate in today.



DEB SMALLWOOD
CEO
Strategy Meets Action

At a glance



Increase the productivity and loyalty of producers

Create a unified experience that is tailor-made for the needs of agents, brokers, and similar intermediaries



Lower your total cost of ownership

Eliminate dual maintenance of agent portals and their underlying product definitions, business rules, and workflows



Empower producer experience experts

Avoid custom coding projects that delay delivery – and put the ability to drive change into the hands of business experts, not just IT. freeing up IT staff to focus on strategic projects.



Ensure you participate in every opportunity

Get producers eager to work with you with streamlined workflows that reduce data entry and decrease response times.

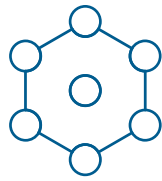
Producer, in detail

A modern web portal to meet the needs of producers

Duck Creek Producer enables carriers to offer a single, consistent online experience for interactions such as new business quoting, claims inquiries, and bill payment.

- > Extensive user experience research informs the look and placement of the portal's transaction menus, dashboards, and marketing content placeholders to maximize engagement and ease of use
- > Responsive design enables content to dynamically resize and reorient to best fit the user's preferred device including mobile, tablets, or desktops
- > Any core system, whether home-grown or built by Duck Creek or any other vendor, can serve as the backend for transactions and services offered to producers, with a single quote table to support both the Producer and Underwriter experience, speeding collaboration and policy management.
- > Out-of-the-box content to support new business transactions based on ACORD data standards for personal and commercial lines help you get live quickly
- > Leading third-party data service integrations are available to streamline transactions such as address validation, and driver, vehicle, and address prefill

Duck Creek Producer



Seamless integrations to producer systems and workflows

Duck Creek Producer creates integrated workflows that streamline new business submissions for agents and data processing for underwriting teams, resulting in less manual work and faster response times.

- > Out-of-the-box bridging with leading agency management systems enables agents to begin workflows in their systems and seamlessly complete them within agent portals without redundant data entry
- > Intake of ACORD PDF forms for transformation into XML format for processing submissions within point-of-sale, CRM, or policy systems
- > Rules-based data quality feature makes corrections to data within the fields in ACORD submissions to eliminate the most common errors seen in transactions
- > Inbox monitoring tool automatically processes ACORD PDF forms as they arrive.

Built on technology designed for change

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.

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.



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.



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.



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.

In detail



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.



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 Suite offers you incomparably rich functionality and the agility required to be successful. It's an integrated core platform comprised of Billing, Claims, Policy, & Rating, with other state-of-the-art solutions to support all aspects of your business. They can be implemented independently or via a combined approach to manage the full end-to-end 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

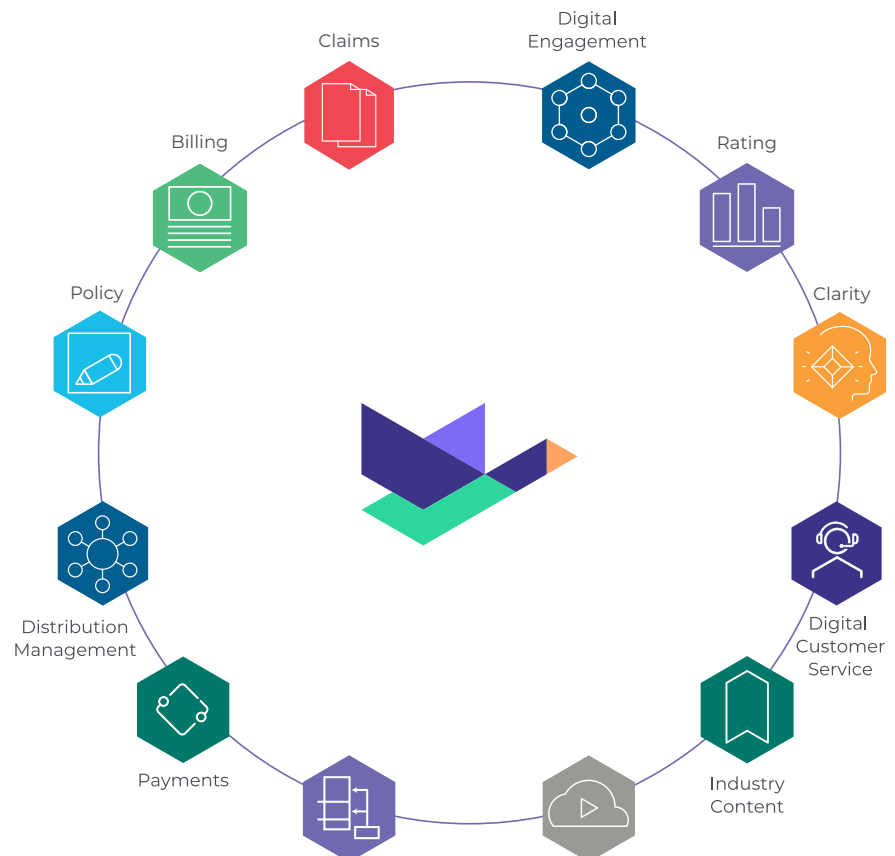
the marketplace evolves, our suite allows you to respond quickly to capitalize on the new opportunities when available.

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.

Working with us

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