

The Journey to Duck Creek Platform Excellence

An efficient product platform is at the core of a carrier's IT landscape. A modern, agile, and function-rich platform helps insurers deliver a differentiated customer experience, streamline operations, and lower costs.

Insurers are switching over to flexible and robust platforms - Syntel partners with them in this journey. Duck Creek delivers a modern Policy Admin, Billing and Claims Platform for which Syntel offers a complete suite of services and accelerators designed to deliver faster and efficient services.

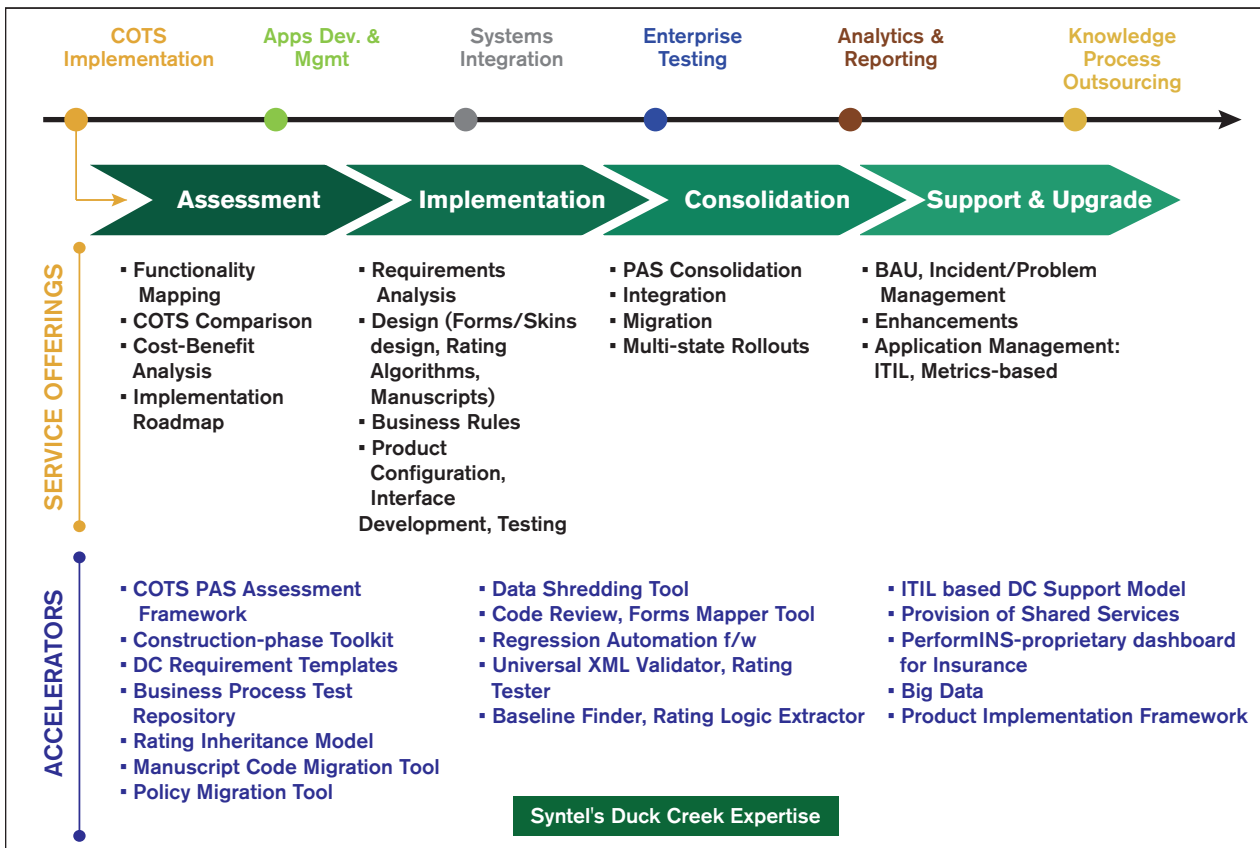
Syntel's Center of Excellence for Duck Creek

Syntel's Center of Excellence delivers a mix of reusable components (accelerators) and industry best practices (coding standards, guidelines, and naming conventions) to deliver service excellence for the Duck Creek platform, with integrated IT/KPO capability.

- **Jump Start Kit** – Reduce the development lifecycle by 50% with ready-to-use requirements, use cases, field attributes and business rules
- **Continuous Integration** – Save 60% on efforts with automated build and code review, deployment package creation and testing
- **Test Automation Framework** – Reduce test script creation effort by 50% with dynamic scripting & reusable libraries; Up to 60% faster design cycle with insurance business process test repository
- **Automated Migration Test Tool** – Reduce effort by 40% with automated conversion testing

SYNTEL – A LEADING IMPLEMENTER OF DUCK CREEK SUITE

- Core system modernization expertise across underwriting, policy administration, claims and billing lifecycle
- Large pool of insurance certified professionals (AICPCU, LOMA and CII)
- 50+ Duck Creek product platform accelerators and tools
- Proven Duck Creek Upgrade framework and credentials
- Recursive automation driven IT+KPO services for Duck Creek platform
- Ready multi-country rollout kit and credentials



Delivering Excellence

Fast-tracked Duck Creek based product implementation for Fortune 500 insurer

- Global partner for their modernization journey with multi country rollout of DC PAS
- Consulting PAS assessment to transform the Small and Medium Enterprise (Broker) Program
- Drafted a remediated plan, with factory-based parallel development for staggered product releases
- Designed manuscripts Inheritance framework to enhance current system performance, increase reusability & faster development
- Automated risk based testing of common manuscripts reducing the testing cycle time

Value Delivered

- Game-changing full-market launch with 14 products and 400 broker locations, made live in 17 months
- Product consistency through common workflows (e.g. Agency Transfer, Producer Journey, etc.)
- Lowered TCO by 10-15%
- At least 20% reusability derived across LoBs: 40% reusability up for grabs across product clusters
- Increased performance by 15% by leveraging common code components
- Used custom tools for faster implementation and reduced efforts – e.g. Code Migration Tool, Policy Migration Tool, etc.

Core system replacement for a Leading P&C Insurer

- 3-4 different partners or affiliates were involved in the client's commercial lines business
- Each partner had its own unique legacy-based IT system, making collaboration a big challenge
- High time to market and cost for new product launch, with a great degree of manual rework

Value Delivered

- 60% reduction in requirements gathering time achieved by leveraging our proprietary accelerator Out of Box starter kit
- 40% automation in test design and execution process by using SyntBots TDA (Test Design Automation)
- 25% cost savings achieved by leveraging Syntel's product platform framework
- Multi track rollout of 8 products across 10 states

Upgraded 9 Lines of business to version 6.x, provided faster time-to-market for a Lloyd's Specialist Insurer

- Upgraded Duck Creek Platform from version 3.4 to 6.0 across 9 Lines of business (Property and Specialty)
- Completed upgrade of the first product in 17 weeks, next 4 products in 13 weeks and the remaining 4 products in 9 weeks

Value Delivered

- Flexibility to implement new products faster using a refined inheritance architecture
- Enabled enhanced features like Twitter, Policy Copy utility across LOBs, Address Lookup, Smart Search retailer
- Improved coding standards, by moving client customized code to Carrier layer before upgrade
- Delivered a better user experience and cross browser compatibility
- Enabled easier product support & maintenance, by improving the product structure and better use of in-built inheritance
- Delivered better underwriting controls to both users and the insurer, enabling granular management of product portfolio

Integrated IT-KPO for a leading specialty insurer

- 50+ associates to support migration of legacy processes to DC policy admin system
- Created workflows for renewals, endorsements, rate corrections and automation solutions
- Re-key data from legacy application into DC

Value Delivered

- Faster transition: System understanding helped accelerate training associates on apps, ensuring zero backlog
- Process improvement: Created new process forms, workflows, SOP's and explored automation solutions
- Re-structured/streamlined existing processes: Implemented structured processes for operations
- Exceeded SLAs: 99% Quality and 100% turnaround time
- Reduced operating costs by more than 50%