



Modernizing Policy Administration for Commercial Lines

Implementation and maintenance of Duck Creek's Policy administration system to modernize commercial lines products and customer experience

The Vision

- Optimization of SLA for maintenance & support of existing products
- New product rollout for portfolio growth and geographic expansion
- Sophisticated online underwriting system with pre-defined underwriting rules for new offering in existing fast track environment
- Enabling self-service and processing of all types of transactions in one place
- Ability to process less complex business with rules-driven risk scoring
- Superior performance and scalability

Requirements

- Platform upgrade to latest version to support compatibility of upgraded windows/SQL and to improve overall efficiency
- Rebuild / revamp existing products to improve underwriting efficiency and performance as well as meet dynamic business needs
- Expansion of the ability to write in all states, including non-admitted
- Automate renewal transactions to reduce the workload of underwriters

The Process

- An agile approach is followed for development (new products) & maintenance (existing products):
 - Work with product owners to prioritize the stories in backlog
 - Help product owners create more specific user stories
 - Prepare BRDs at least one milestone ahead of the current sprint
 - Establish application architecture, best patterns and practices, common components, and testing framework
 - Continuous delivery in sprints using AGILE best practices



Outcomes

- Improved efficiency and productivity of underwriting team
- Process automation for handling increasing submission volume and supporting business growth
- Integration with enterprise registration and other back-office systems
- Opportunity to write business with pre-defined underwriting rules for targeted classes
- Effective integration with other applications / web services to comply with regulations
- Enablement of real-time interaction between agents and underwriters

The Atos Syntel + Duck Creek Advantage

With Atos Syntel's insurance domain strength and Duck Creek's Platform features, together we help clients follow their strategies to pursue growth, launch new products more rapidly, and modernize underwriting processes.