



BILLING



duckcreek
technologies



duckcreek BILLING

Is your outdated billing system costing you time and money?

In a dynamic marketplace, being agile is essential to property and casualty (P&C) insurers that want to grow their business. Working with a complex and outdated legacy-based billing system that can no longer support business demand or meet the expectations of customers will impact your ability to remain competitive. Can your company afford to wait to upgrade?

More than just providing new features, modern insurance software also improves core operating performance—faster responses to inquiries, higher volume workflows, and streamlined processes. Why wait to get these results for your business. Let us show you how Duck Creek Billing can enhance customer satisfaction, increase your bottom line, and give you a competitive advantage.

We've got the products and the people to deliver the right solution for your business

Often referred to as the backbone of any organization, your billing operation supports revenue growth through invoice and collection processing and management. P&C insurers also realize that the billing function can offer additional value by providing quality service that impacts financial goals and customer relationships.

To achieve these positive results, you need to bring your back office forward by transitioning to a modern platform. Leveraging advanced technology, you'll be able to implement your unique business rules and handle flexible pay plans to meet customer expectations, now and into the future. With Duck Creek Billing, you'll have greater control over billing processes and be able to utilize advanced automation to better manage payment collections, which improve revenues, reduce operational costs, and enhance customer service.

And we make it easy to get up and running on our billing software. The majority of the system's proven functionality is available off-the-shelf—payment plans, billing forms and correspondence, electronic billing, commissions, security, business intelligence, workflows, and rules—and accessed via browser-based screens that make it easy for business users to navigate through with minimal training.

If more personalization is needed, our extensive system configuration capabilities lets you realize faster time to market. With no coding required for simple or complex changes, you'll be able to react more nimbly to capitalize on new opportunities. By simplifying and streamlining the implementation and maintenance of business rules and workflows you can redirect your IT professionals to focus on initiatives that propel your business forward.

FASTER PROCESSING

WITH HIGH-VOLUME SCALABILITY

Accelerate 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.

Capitalize on new opportunities

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

Increase service volumes

Expand your scope with scalable software that adapts to new collection methods and makes it easier to reach more customers.

Reduce call times, enhance service

Make more efficient use of call time when following up on inquiries with a customer summary view that crosses policies for all lines.

Manage resources better

Let IT staff focus on strategic projects and enable business teams to make simple changes using the intuitive interfaces that require no coding.

High volumes at high speed provide value to all insurers

Applying the latest technology, 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.

Additional functionality that provides differentiated value to you and your customers:

- Centralized management offers more payment options, streamlines processes, improves collection rates and facilitates consistency across the enterprise
- Single point of change enables changes to be completed once and reflected through integrated systems
- One click summary displays customer account information in one place, providing quick access to policy details when responding to billing inquiries
- Advance reporting empowers the business to define the financial view through creation and maintenance of operational, financial, and ad hoc reports

Through innovation, our billing software can improve your core operating performance by providing faster response to inquiries, running significantly higher volume workflows when needed, and managing processes more efficiently with automation and defined business rules. Transition today and see how your billing operations can impact the customer's experience and your business growth.

Scalable with support for high-volume processing at high speed — 700,000+ invoices per hour

Technology excellence

Through a culture of continuous product development excellence, we apply the latest technology with a customer-centric focus on quality so you can provide the best service to your customers. From development and performance to the user experience and customer support, our team is dedicated to building software that supports your success.

At the heart of our P&C software is a powerful insurance product definition and configuration toolset. Through this toolset, your business users can define and maintain insurance products without tapping into valuable IT resources.

Access information anywhere and any way

Through our Duck Creek Anywhere technology framework, third-party systems can easily query 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.

Extending this capability beyond our software to integrated third-party systems helps you manage maintenance costs and adopt new technologies at the speed of business. Enabling our global alliance partners to pre-integrate and access our product definitions provides your business with immediate and 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 rapidly delivering new and changed products anywhere and any way

Manage projects effectively

Our integrated project management capabilities let your team collaborate efficiently. They can:

- 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. Through our testing tool, your team can conduct rapid validation that expedites delivery of new or changed products from development to production.

We need modern technology that supports both the diversity of our product offerings and our need to rapidly adjust to new market demands. We believe Duck Creek software will help to enable our long-term strategies.

Tracey Berg
Senior Vice President and
Chief Information Officer
West Bend Mutual
Insurance Company

Insurance software experts with proven implementations ensure customer success

When you choose Duck Creek, you'll have access to highly skilled professionals and resources to guide you, making it easier to do business with us.

- **Experienced Team:** A Professional Services team committed to working with you to ensure your software implementation is completed effectively and efficiently. The key to achieving system deployment success is our specialized methodology that focuses on iterative development and product quality that has been refined through years of continuous improvement.
Applying this field-tested approach, our highly-trained deployment experts use their knowledge of our software and our well-defined accelerators to deliver your specific requirements and configurations.
- **Customer Experience:** A dedicated Customer Success Team to oversee each customer relationship and ensure satisfaction. From initial contact through implementation and beyond, the primary focus of this team is to support your business' success.
- **Solution Center:** An interactive and user-friendly resource that provides access to real-time documentation — including release notes, implementation instructions, and user guides — for all software across the Duck Creek Suite.
- **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.

Duck Creek Suite empowers progress through choice

Our P&C suite offers modern, functionality-rich software to help your business achieve

high performance. It's an integrated platform comprised of billing, claims, policy and rating 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 price certainty needed to move your software transformation forward. The marketplace will continue to evolve and our suite lets you respond quickly to capitalize on the new opportunities as they become 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 providing a 360 degree view of each customer, to supporting omni-channel capabilities, to delivering enhanced multi-language options and geographic support, we've got the software to fulfill your business needs.

With Duck Creek On-Demand, staying current has never been easier

Accessing our fully-integrated, cloud-enabled suite is even easier through our Software as a Service model. Duck Creek On-Demand is a powerful choice that offers:

- Quicker implementation
- Predictable costs that are aligned to usage
- Automatic and timely software upgrades with minimal business disruptions
- Real-time information availability 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 On-Demand. No matter what you select, our software will work via any Internet-enabled channel, technology or device.

With Duck Creek On-Demand, 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 best solution, anywhere, any way.

Solutions Without Borders

No borders. No limits. No excuses.



About Duck Creek Technologies

Duck Creek Technologies is a leading provider of comprehensive P&C insurance software and services for insurers of all sizes worldwide. Employing progressive technology, Duck Creek solutions enable insurers to optimize outcomes and enhance engagement through advanced digital and data capabilities and integrated functionality that can be delivered on-premise or via the cloud.

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