**At the Heart of Upgrading Solutions**

## Upgrading Duck Creek Platform for a Leading US Insurance Provider

### CASE STUDY

### Synopsis

With the battle for market share intensifying in the US, insurance firms need to work hard to retain their customers. Our client, a leading regional provider of insurance products and services for mid-sized and small businesses, realized the need to upgrade its Duck Creek platform to remain competitive. We ensured that the upgradation was smooth—delivering more value with 90% reduction in development efforts and superior customer experience.

### About the Client

Among the top 70 US property/casualty insurance groups, our client specializes in insuring small businesses, with operations in 32 states. They predominantly write commercial insurance policies and offer a gamut of insurance related products and services including property, casualty, and life insurance.

### Business Challenge

Insurance firms across the globe are seeking new ways to increase their productivity, lower processing costs, and improve the quality of their offerings to render better customer service and enhanced customer satisfaction and retention. Our client was facing two major challenges. One, there was a humongous volume of code—150 manuscripts (XML files) with around 10,000 lines of code, which had to be handled during upgradation. Two, these multiple manuscripts were quite complex, needing careful coordination and synchronization by experts. The client chose us as their IT partner for this upgrade engagement owing to our vast experience and expertise in carrying out Duck Creek implementations and upgrades.

## Our Solution

The client partnered with us to:

- Upgrade their existing Duck Creek version to version 3.5, which provides enhanced features such as better look and feel, reduced processing time and better security

- Convert their application web pages version from 1.0 to 2.0

- Improve GUI and performance of the system

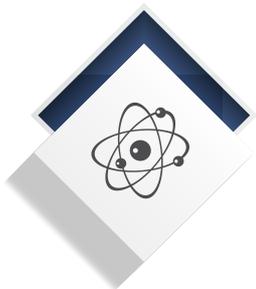- Convert existing inline HTML styles to external CSS classes

The engagement began with our team of domain experts and technical architects upgrading the Duck Creek version from 3.3 to 3.5. We used tools such as CSS Hawk, Class Migrator, Custom Migrator, and Action Migrator to upgrade the existing system and ensure operational efficiency and timely delivery. These tools proved to be very significant toward the success of this project.

## Delivering More Value

There was visible improvement in the overall operational performance after the Duck Creek 3.5 upgrade:

- **More Savings:** After the upgrade, the client's personnel and hardware requirements were reduced. Their development efforts also went down by more than 90%.

- **More Delight:** The new features of the latest version of Duck Creek platform enhanced the customer experience for the existing customer base. The client was also successful in expanding their business and acquiring new customers.

## The NIIT Technologies Advantage

Our proven upgrade methodology together with the team's stringent project management skills ensured that the Duck Creek platform upgradation was completed in a record time of less than two months, yielding better user experience and cost savings.

**NIIT technologies**

New Ideas, More Value.™

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