



Case Study:
Berkshire Hathaway
Specialty Insurance +
Duck Creek



Duck Creek
Technologies

Background:

Established in 2013, Berkshire Hathaway Specialty Insurance (BHSI) developed out of a vision for a new kind of commercial P&C insurance business - one that could compete and succeed globally by focusing on rapid product development and deployment, as well as minimal overhead. The company began with no IT infrastructure and no IT staff, but needed core policy and claims systems to hit the ground running. With the luxury of building from scratch, they sought modern, nimble solutions that could support current and future business - with IT costs near industry lows as a primary objective. This led BHSI to build their nascent operation's technological strength on the power of Duck Creek's cloud-based offering, OnDemand, for the implementation of Duck Creek Policy and Claims.



Berkshire Hathaway
Specialty Insurance



Goals:

- ▶ Implement core systems quickly at minimal cost with little staff involvement
- ▶ Bring large numbers of new products to market quickly
- ▶ Hand off all technology issues to a cloud-based vendor to focus BHSI staff on creating products and adding value to customer experiences

Rollout Strategy:

- ▶ Full implementation of Policy and Claims to be executed in under one year
- ▶ 40+ new products to be launched within 18 months - a challenging target for even one product launch
- ▶ Business processes to be centralized on a single hosted platform prior to any new product introductions



Results:

- ▶ Full implementation was completed ahead of schedule; two months for Claims go-live and seven months for Policy go-live
- ▶ BHSI is currently live with 60+ products over five lines of business in 50 U.S. states and across six countries
- ▶ All software updates are handled by Duck Creek, eliminating the need for BHSI to divert resources from product innovation



Jamie Roser, CIO of BHSI:

“Berkshire Hathaway Specialty Insurance is a rapidly growing business, and needs a robust and flexible core insurance IT platform that gives us a competitive advantage. We expect Duck Creek to help us achieve key business objectives including accelerated product launches, enhanced claims management, and a streamlined billing process. The combination of the full-scale functionality of the Duck Creek Suite and its ability to offer these capabilities as a cloud solution makes Duck Creek the ideal business partner for this highly strategic initiative.”





Matt Foster, COO of Duck Creek Technologies:

“We are proud to support BHSI through Duck Creek OnDemand, and are excited to see them exceeding their targets. By leveraging a cloud-based model to enhance its policy and claims functions, BHSI will benefit from a scalable core system it can rely on to improve business agility and support its growth agenda today and in the future.”





If your company is ready for a success story like this one, check out The Future Playbook, a guide to the major forces shaping the P&C industry and what carriers need to do win and keep business today, tomorrow, and beyond. Get your copy now:

<http://info.duckcreek.com/future-playbook>