

GOALS

- Streamline product development, increase speed to market, and unify internal processes
- Select one platform capable of handling large schedules and complex risk modeling
- Replace three legacy claims systems and four legacy rating, billing, and policy systems; convert all claims data for new platform

CHALLENGES

- Simultaneous replacement of all core systems while maintaining and growing business
- Creating change management process to handle implementation of large-scale project
- Consolidating and converting data from multiple legacy systems while new data continued to flow in through active channels

“The rating engine was something that stood out for Duck Creek over the competitors that we looked at. And once we took it a step further and had them do a proof of concept, we were sold. We had found the right team and the right software that was truly configurable, scalable, and able to meet our needs as we continue to grow.”

ERIC CROCKETT | Vice President of IT
COVERYS

OUTCOMES

- All core systems implemented and running in live production environment in 17 months
- Automated rating algorithms reduced time to book coverage by 50%
- Two legacy content management systems consolidated to one (OnBase by Hyland)
- Improved business operations cycle times and system usability; better data access due to elimination of silos