



## GOALS

- Become a “virtual carrier” - move to a modern, cloud-based suite for improved speed and customer service, plus lower operating cost
- Implement new systems quickly with minimal disruption to business processes
- Streamline policy, billing, and claims administration by automating processes and sharing data across full software suite

## CHALLENGES

- Proprietary back-end software suite was challenging and time-consuming to update, slowing business and product development
- Outdated on-premises AS/400 server required in-house maintenance and could not keep up with business pace
- Legacy technologies limited carrier’s strategic initiatives and hampered profitable growth

“We chose SaaS delivery of the Duck Creek Suite to leverage its modern technology quickly with minimal disruption. The end-to-end capabilities of Duck Creek OnDemand reduce our operating expenses and let us focus on providing competitive products and services to our customers and stakeholders.”

JIM P. LEE | CIO  
PACIFIC SPECIALTY INSURANCE COMPANY

## OUTCOMES

- Duck Creek OnDemand let the insurer scale up cost-effectively and improve efficiencies by automating processes and streamlining workflows
- 2016 Celent Model Insurer award winner for Operational Excellence in IT Management
- Duck Creek AgencyPortal enabled the carrier to deliver best-in-class digital customer experiences on all devices