



Let's Solve

Case Study

Leading American Insurance
Company Optimizes Duck Creek
Implementation Efforts by 77%



A Larsen & Toubro
Group Company

Client

Leading American Specialty & Casualty Insurance Company. It offers a broad range of services in specialty, standard and excess and surplus lines with a large, diversified specialty platform.

Challenges

- Legacy Policy Admin systems, hindering operational efficiency
- Complexities in Duck Creek implementation and testing specifically for new LOBs
- Absence of testing automation, leading to protracted timelines and drop in operation efficiency
- Poor user experience, adding to underwriter and agent workloads
- Difficulty in integrating Duck Creek PAS with upstream and downstream systems

LTI Solution

- Successful set-up of Duck Creek competency center for across new implementation in agile scrum as well as production support in agile Kanban
- Formed Dedicated resources with fintech and Duck Creek component-specific expertise
- Impact-based testing through automation test scripts and suites
- Product-specific solutions to drive testing accuracy, coverage, and lapse verification
- Duck Creek PAS integration with enterprise systems
- Implemented Duck Creek QA specific solution accelerators leading to a cumulative cost saving of more than \$40,000 in three months.

Business Benefits Delivered

- 30% improvement in regression testing coverage including all impacted functionalities
- 77% effort reduction using LTI's proprietary Duck Creek tools
- USD 40,000 in savings over three months through LTI's Duck Creek specific solution accelerators
- Higher operational efficiency and enhanced user experience for underwriters and agents
- Process streamlining through Automation of Coding Standards, RCA template and Test coverage matrix.

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