

Overview

A leading auto insurance provider with over six decades of experience, serving diverse communities with tailored insurance solutions. The client needed expert support to streamline their digital transformation by sunsetting legacy systems and implementing the Duck Creek platform.



Objective

The client aimed to decommission legacy systems and implement the full Duck Creek platform suite—Policy, Billing, Claims, and Data Insights—while upgrading their proprietary broker portal. A key objective was to streamline the user acceptance testing (UAT) process, ensuring comprehensive validation of all system functionalities with a targeted 40% reduction in testing time.

Business Challenges

The client faced significant challenges in executing their digital transformation initiative, which impacted their operational efficiency and resource availability.

- **Resource Constraints:** Limited internal bandwidth to manage and execute comprehensive UAT processes.
- **Complex System Integrations:** The heavily customized COTS solution required seamless integration with multiple third-party systems.
- **Operational Disruptions:** Potential business downtime and inefficiencies during the transition phase.

The Solution

Our team provided end-to-end User Acceptance Testing (UAT) services, leveraging deep P&C insurance domain expertise to validate the Duck Creek platform implementation. We collaborated closely with key business users to execute comprehensive test scenarios covering policy, billing, claims, and data insights. Utilizing ADO boards, we ensured efficient test case management, tracking, and reporting. Our approach focused on verifying system functionality, third-party integrations, and business rules, ensuring the new platform met operational requirements and regulatory compliance before deployment.

Value Delivered

By partnering with our expert UAT team, the client successfully streamlined their digital transformation journey, ensuring a seamless transition to the new Duck Creek platform. Our structured testing approach enabled early issue identification, minimized operational disruptions, and optimized resource utilization, allowing the client to focus on core business functions with confidence.

40%

reduction in overall testing time, accelerating project timelines and ensuring timely deployment

100%

coverage of critical business scenarios, enhancing system reliability and compliance



Significant improvement in operational efficiency by addressing discrepancies early and reducing rework

Business Benefits



Reduced Testing Time



Seamless System Integration



Enhanced Compliance Assurance



Improved Operational Efficiency