



Duck Creek
Technologies

Duck Creek OnDemand Overview

STE-OND-101

Market Changes Are Forcing Carriers to Evolve



Product Innovation



Technology Innovation



Customer Expectations



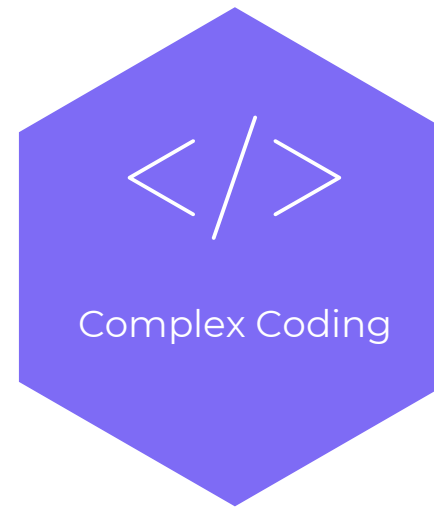
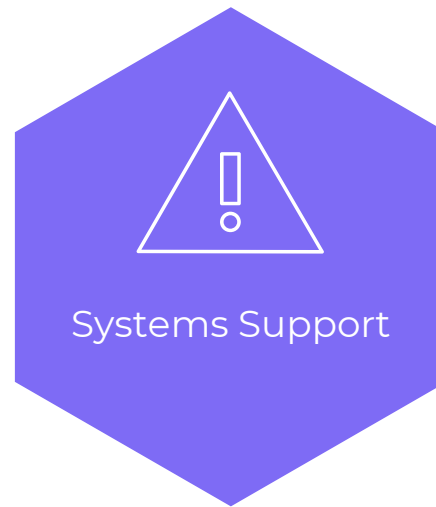
Increased Data



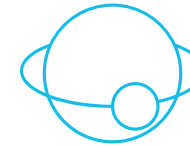
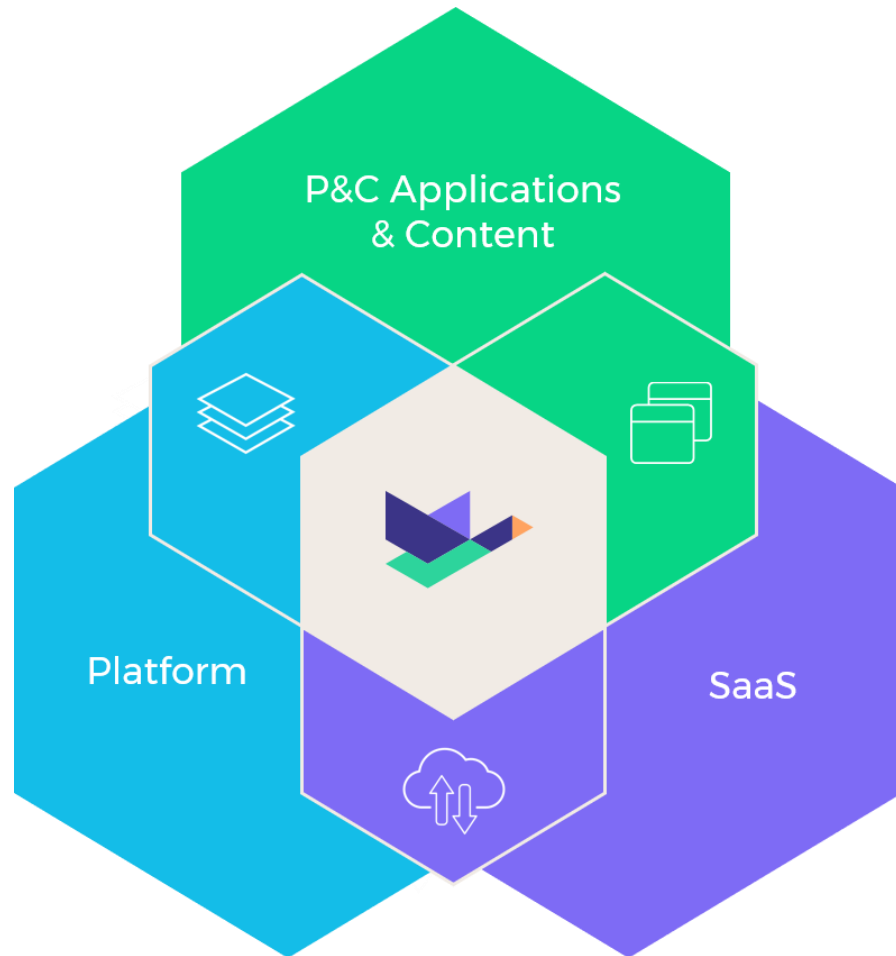
Yet carriers can't move
quickly enough to keep up

Why?

Legacy Core Systems Are Holding Carriers Back



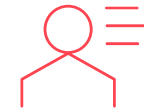
OnDemand Enables Carriers to Rewrite Their Playbooks



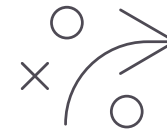
Launch a new insurance company in months



Configure new products and customer experiences faster



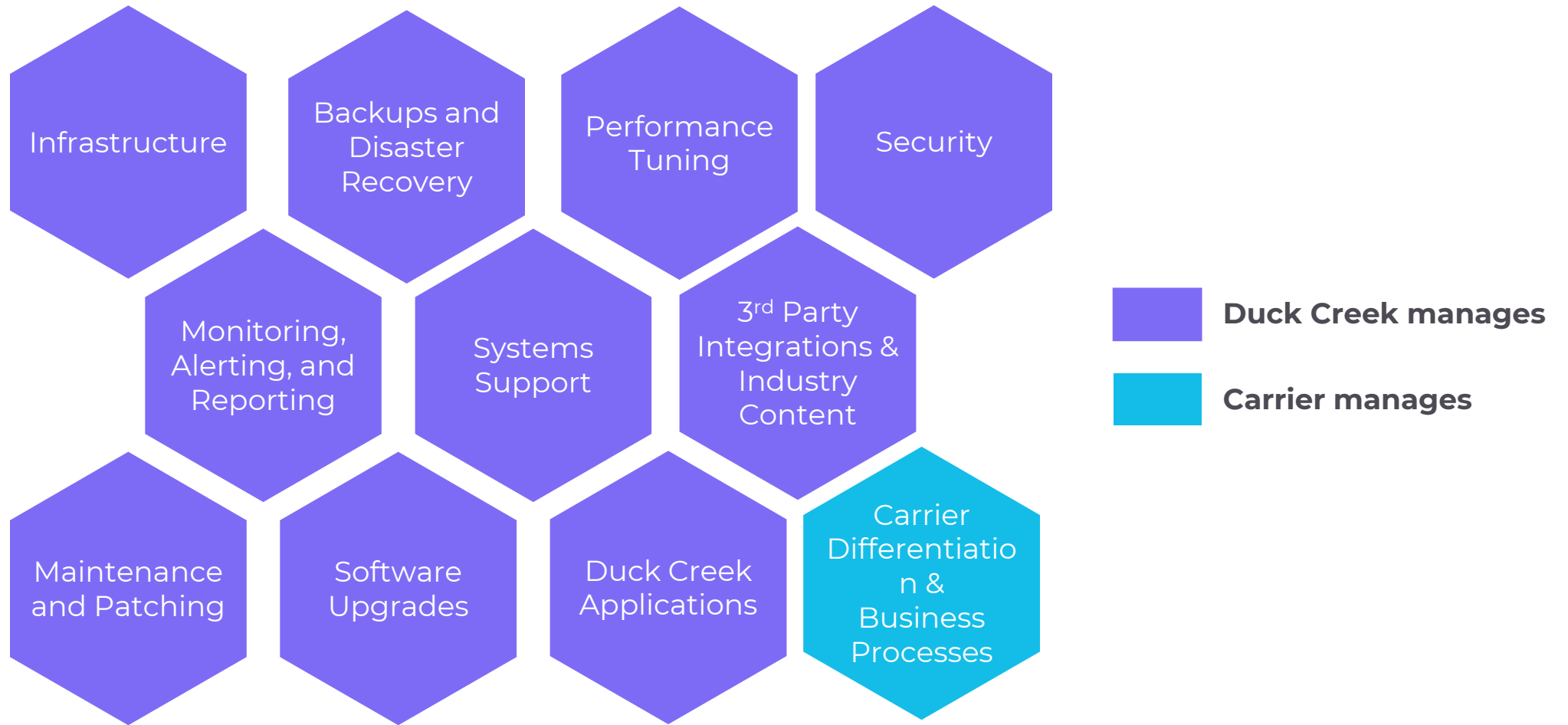
Re-allocate IT resources to support innovation initiatives



Flip the script: let technology *support* your strategy, not dictate it

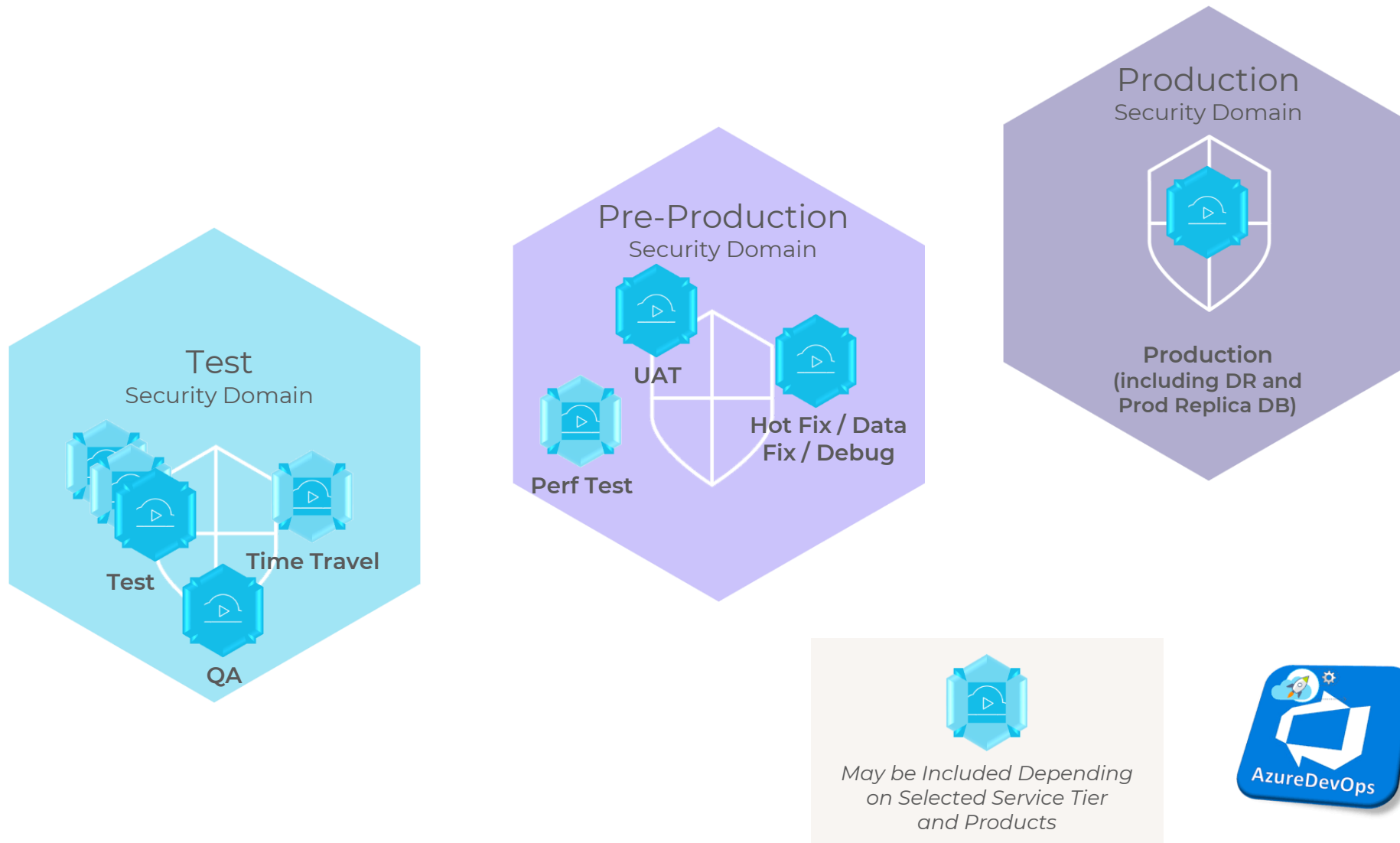
P&C Apps & Content, Powered by a Low-Code Platform, Delivered as SaaS

An Advanced SaaS Solution

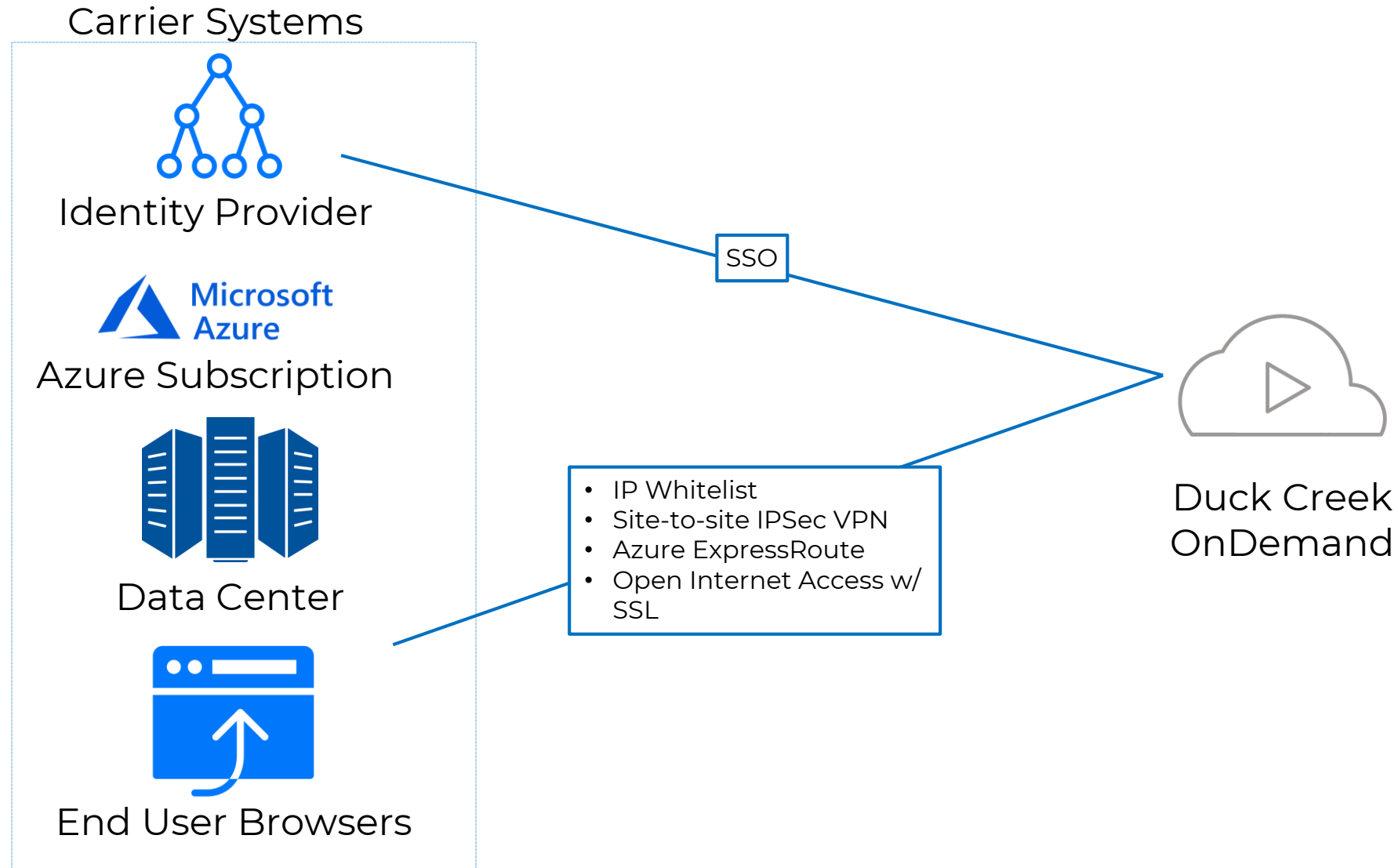


With Duck Creek OnDemand, you have the scalability and flexibility of the public cloud, with the expertise, services, and support of SaaS

Environments



Connectivity & Identity Management



Service Levels



Silver



Gold



Platinum

SLA

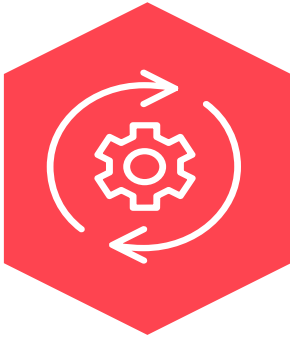
Tier 1 Application Availability	99.5%	99.75%	99.9%
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Environments

Production	1	1	1
Pre-Production	2	3	3
Dev / Test	2	3	4

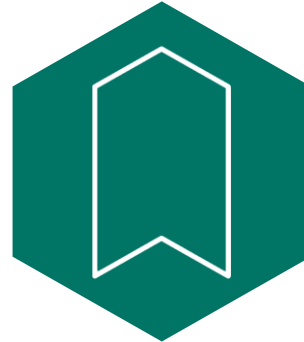
- Production Uptime: 24x7, excluding a 1-hour maintenance window per month
- Severity 1 Support: 24x7
- Severity 2 to 4 Support: 24x5
- Automated datacenter failover is available with the Platinum Service Tier
- Application Availability applies to Policy, Rating, Billing, Claims, Agency Portal, Producer. For other applications, application availability is always 99.0%
- An additional “time travel” environment is provided in Dev/Test for clients with Billing

Upgrades and Updates



Software Upgrades

- ▶ New features, bug fixes, performance enhancements are continuously made available when ready
- ▶ License includes SaaS Team applying the upgrade, not just access to the upgrade itself



Commercial Lines Template Updates

- ▶ NCCI, ISO, AAIS – Monthly Content Maintenance Subscription
- ▶ SaaS Team maintains a carrier's prior deviations and applies updates as a service.
- ▶ Carrier must remain within 3 months of latest release



Unlimited Carrier Configuration Updates

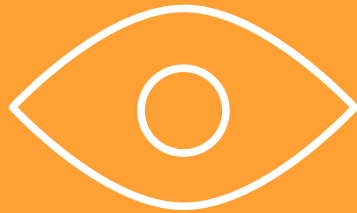
- ▶ Low-code tools enable speed and support test/learn iteration
- ▶ Ship changes often and quickly into Production environments

End-to-End Support

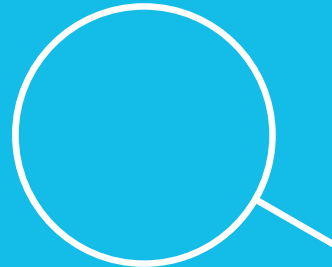
24x7 Help desk



**Automated and
manual application
monitoring**



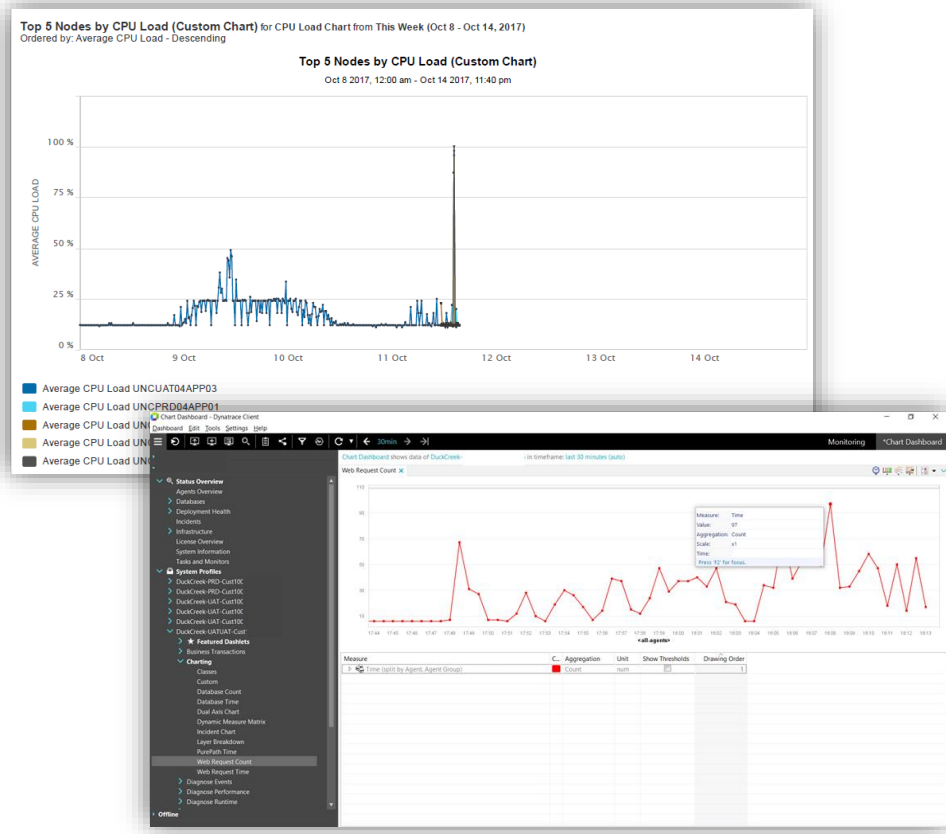
**Diagnose and
remedy application
and infrastructure
issues**



**Real-time
performance alerts
and monthly
capacity/SLA reports**



Monitoring & Alerting



► Performance Monitoring

- Infrastructure Monitoring
- Application Performance Monitoring

► Security Monitoring

- WAF logs
- SIEM alerts
- Threat Management alerts

► Optional Alerts

- Synthetic Transactions
- Email and/or Text Notification
- Operations Dashboard

► Operation System Monitoring

- Server Ping, CPU, RAM, Disk
- Windows Services
- AD, DTC, antivirus, Backups, etc.

► Application Monitoring

- Duck Creek Application Events
- Balancing & Controls

► Database Monitoring

- Events, Processing Times, Table Sizes, Index Analysis
- PII Data Access Requests

Security, Privacy, and Compliance

External Threat Protection

- ▶ Encryption at rest (TDE) and in transit (TLS 1.2)
- ▶ Antivirus / endpoint protection on all VMs
- ▶ Annual third-party penetration test
- ▶ Monthly vulnerability scans
- ▶ Web Application Firewall
- ▶ Separate subnets per architecture tier
- ▶ Separate virtual networks for Production, Pre-Production, and Development environments
- ▶ Third-party SIEM
- ▶ Threat intelligence & reputation monitoring

Internal Threat Protection

- ▶ Role isolation (security, infrastructure, DBAs)
- ▶ Insurer-owned authentication (no DCT access)
- ▶ Only DBAs have access to PII data
- ▶ DAM tool installed to watch DBAs
- ▶ Custom debug tools which mask PII data
- ▶ Azure Key Vault
- ▶ Backend dual-factor authentication
- ▶ Privileged Access Management

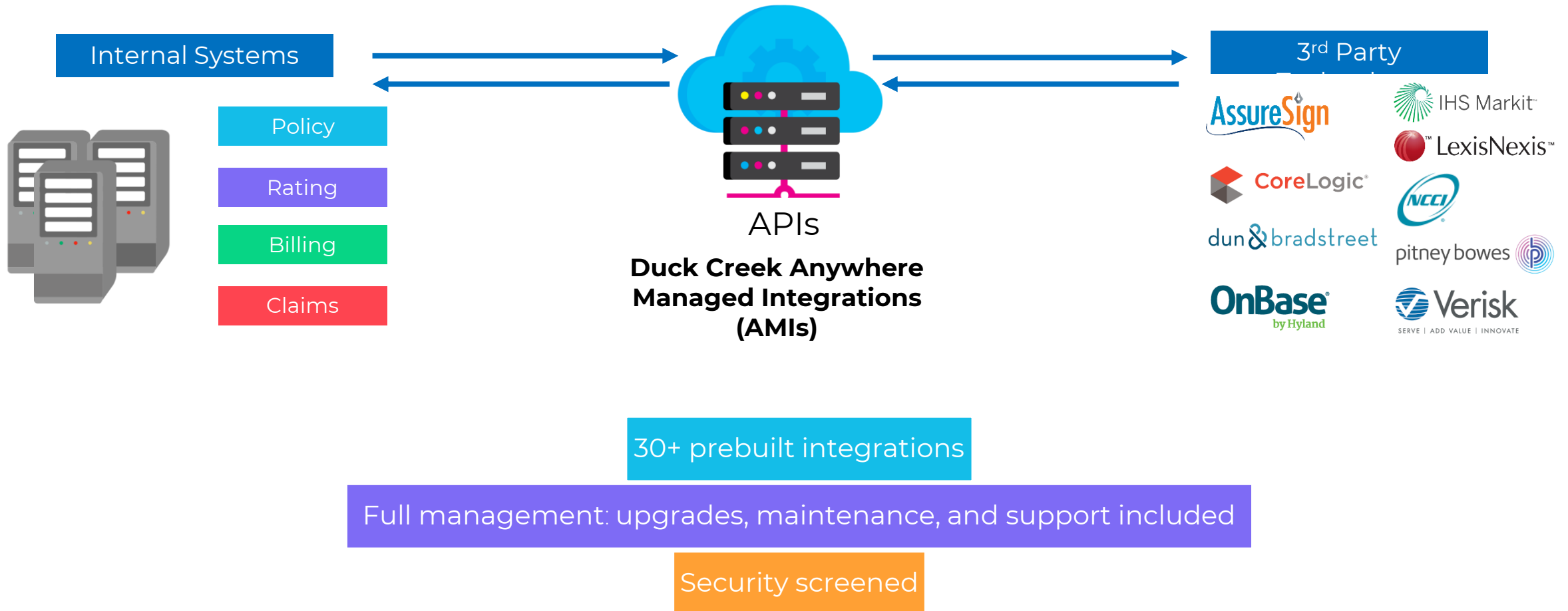
Privacy and Compliance

- ▶ Compliant with data privacy regulations (PCI-DSS, GDPR, and APRA)
- ▶ ISO 27001 certified; SOC 1 and SOC 2 audits



<https://www.duckcreek.com/trust/>

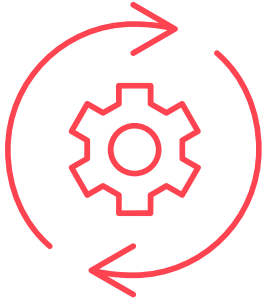
Anywhere Managed Integrations (AMIs)



The background features a dark blue field with abstract light blue geometric elements. In the top right, there is a light blue shape resembling a quarter-circle or a sector of a circle. A thin white line extends from the top edge, passing through the corner of this light blue shape and continuing vertically down the right side of the frame. Another light blue triangular shape is visible in the bottom left corner.

Wrap Up

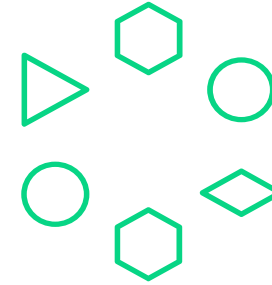
OnDemand Enables Faster Innovation and is the Safe Choice



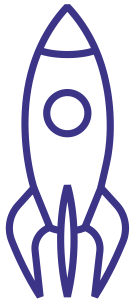
Faster Software Upgrades



End-to-End Support



Fully-Managed 3rd Party Integrations



Reduced Implementation Timeframes and Risk



High Performance and Scalability



Secure and Resilient Operations

The background is a solid dark blue. In the top right corner, there is a large, light blue circular shape. A white line starts from the top edge of this circle and extends diagonally down and to the left, ending near the center of the slide. Another white line starts from the same point and extends diagonally down and to the right, ending near the bottom right corner. In the bottom left corner, there is a light blue triangular shape pointing towards the center.

Thank You

Duck Creek OnDemand