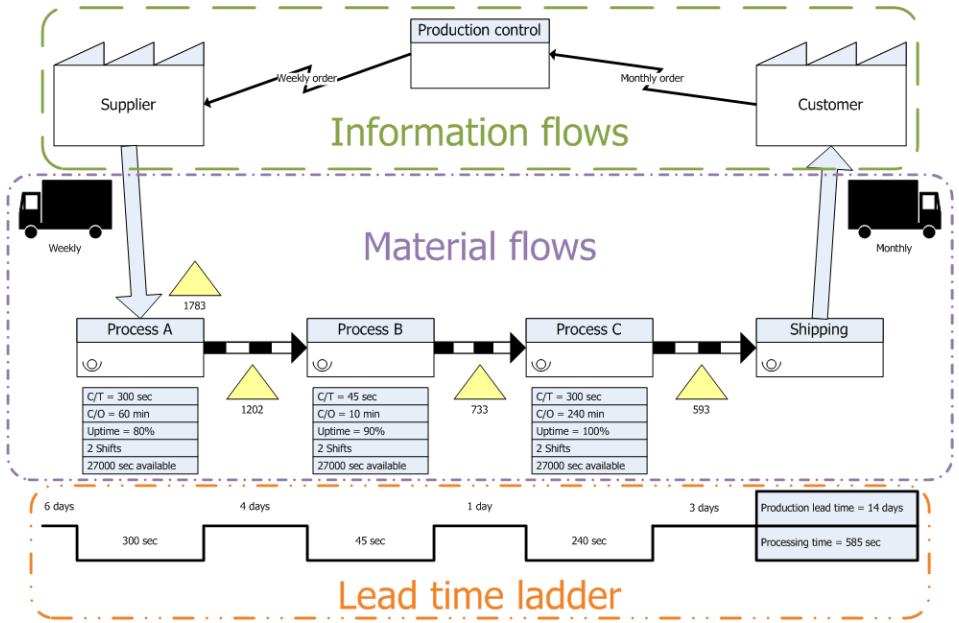
Duck Creek Technologies

Cuff Technology Solutions

Journey to Improve Customer Onboarding



May 2022

Tricia Burke

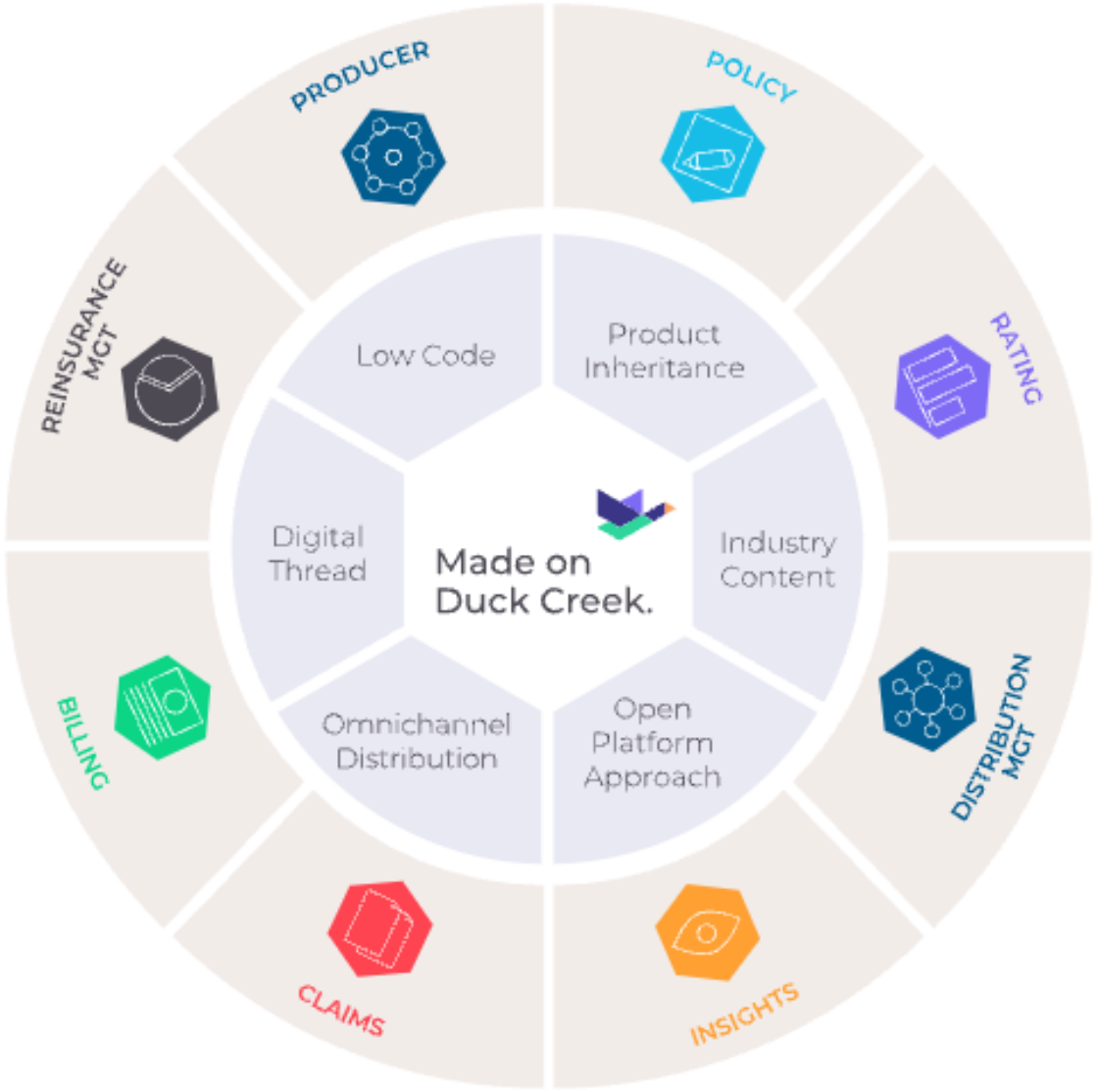
Josh Berry

Jim Cuff

Duck Creek
Technologies

HQ - Boston, MA
Bolivar, MO
Chicago, IL
Columbia, SC
London, UK
Madrid, SP
Mumbai, IN
Sydney, AUS

Duck Creek OnDemand



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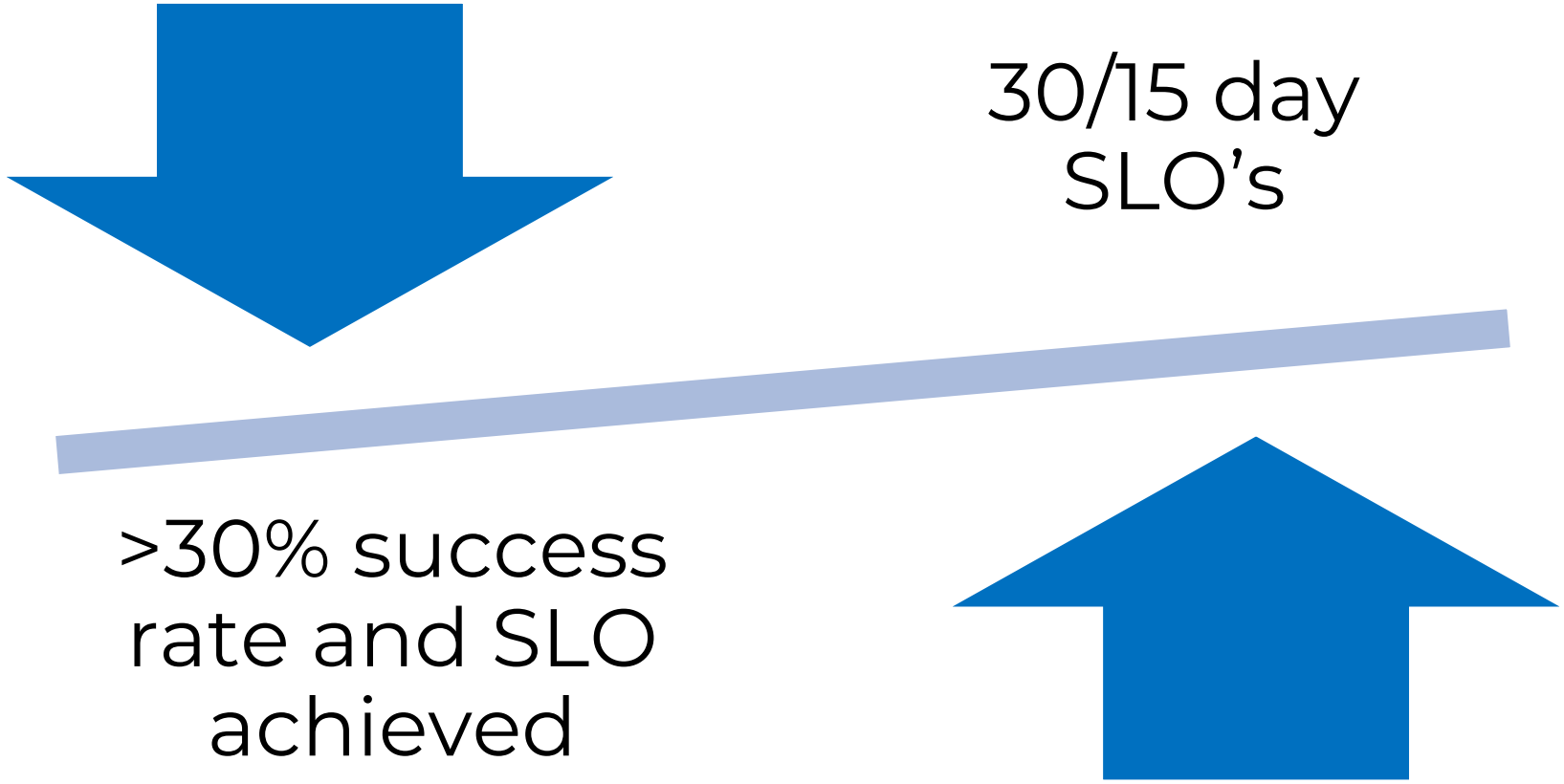
Starting Point



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Approach

- Centerpiece: Value stream mapping workshop with cross-functional team
- Ahead of time: Gemba walk, context building, trust building
- After: action plan / continuous improvement approach

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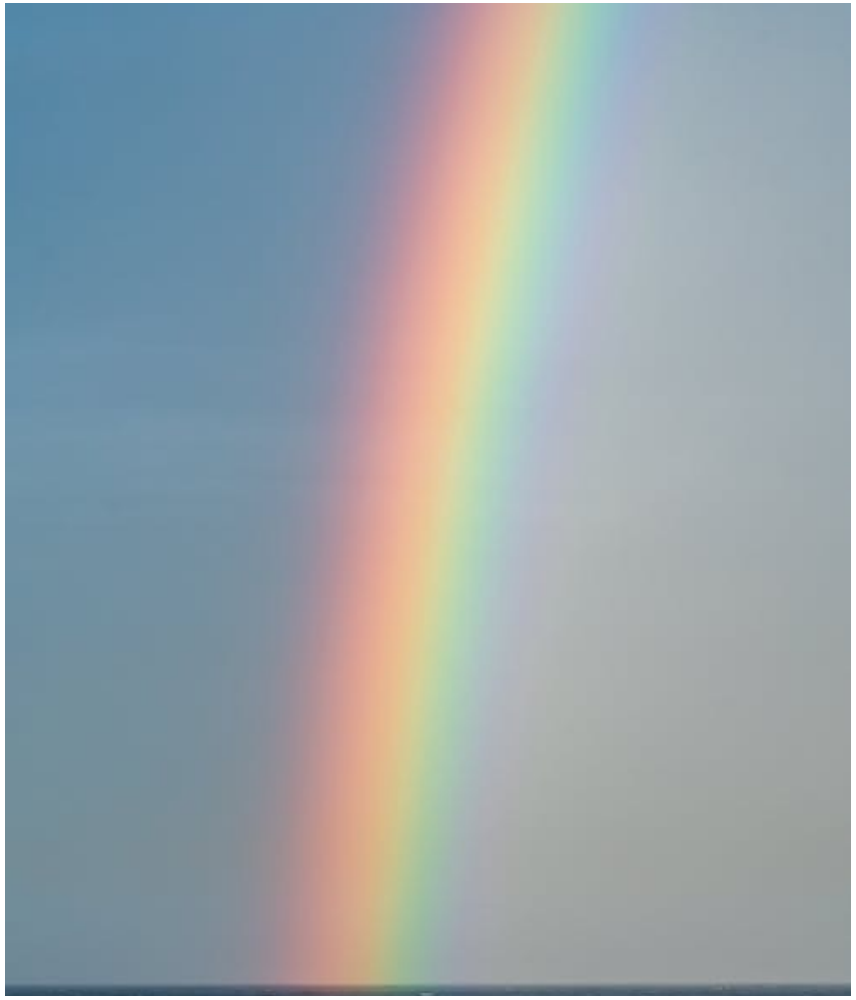
Mechanics – getting buy in



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Challenges: Remote Gemba Walk & VSM

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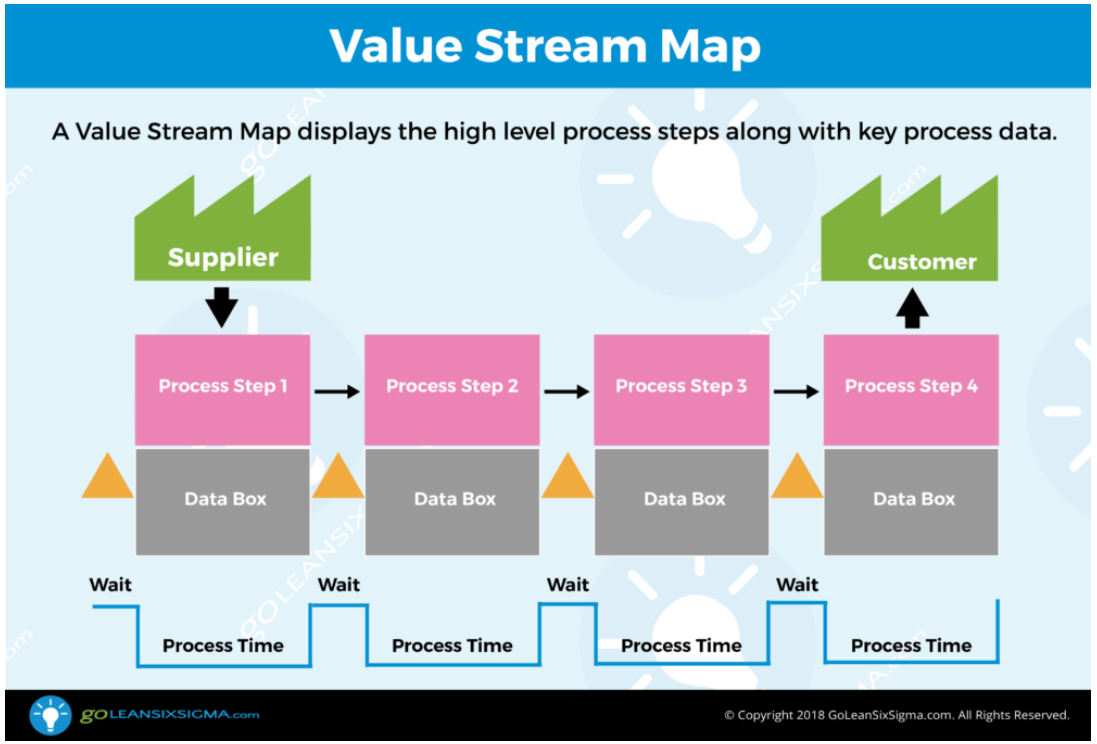
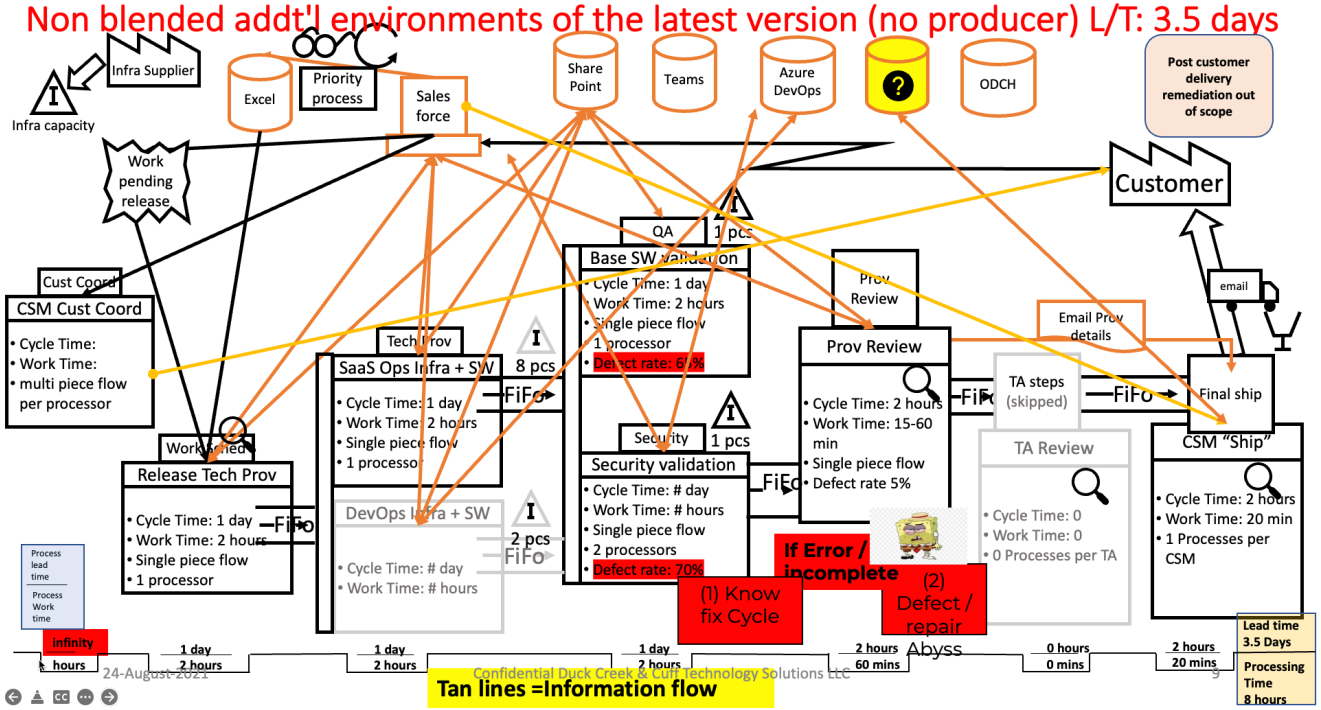
VSM –

- How it started



- How it's going



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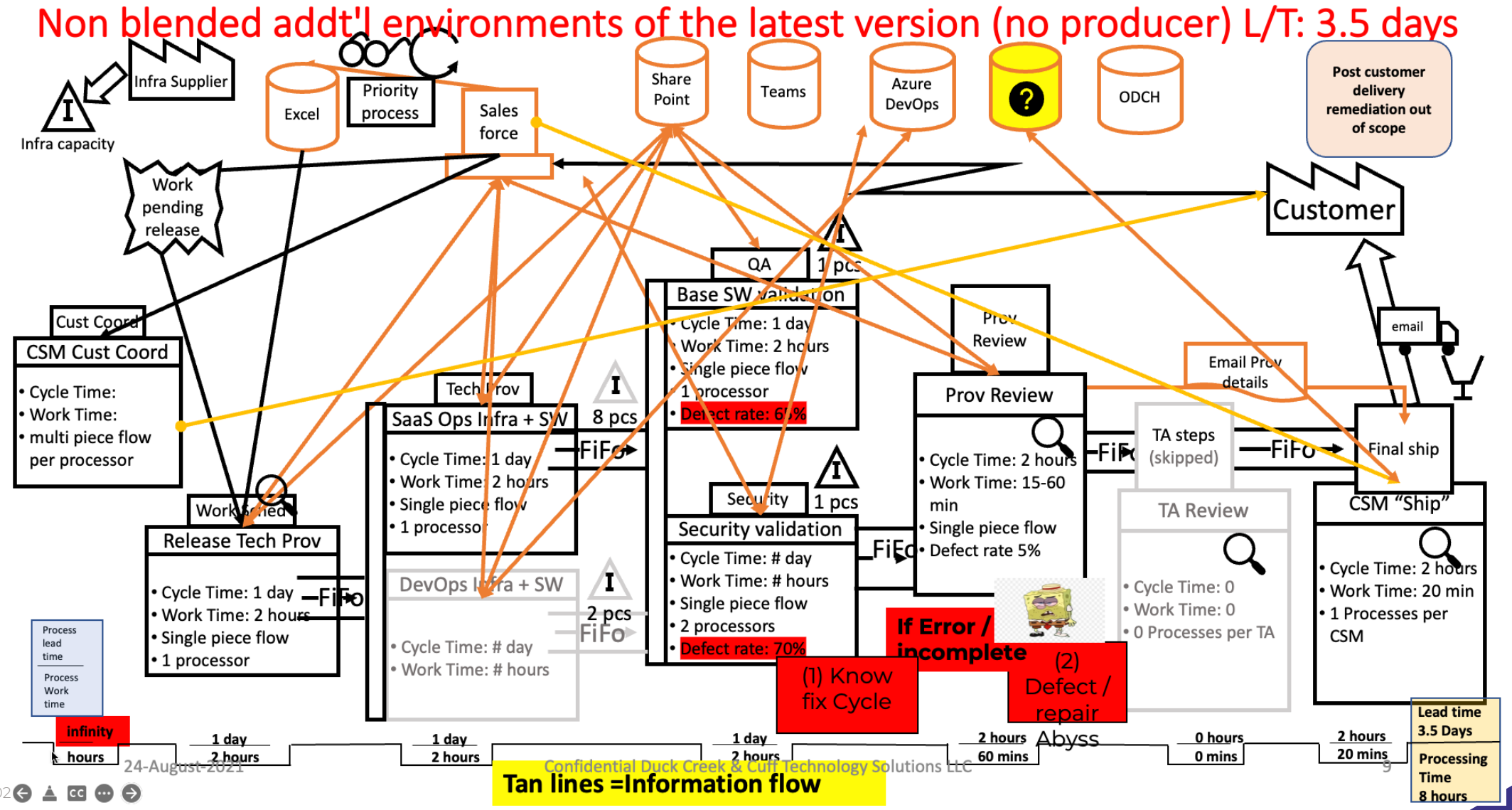
This is what shared understanding looks like (really)



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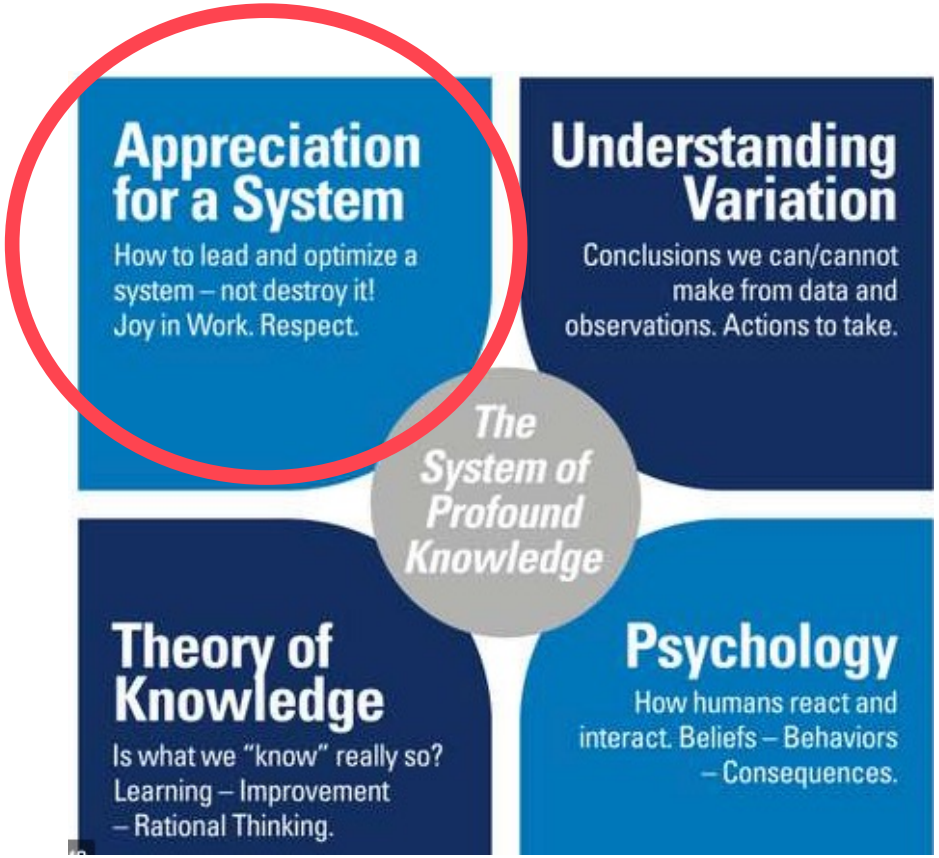
What we found - Themes



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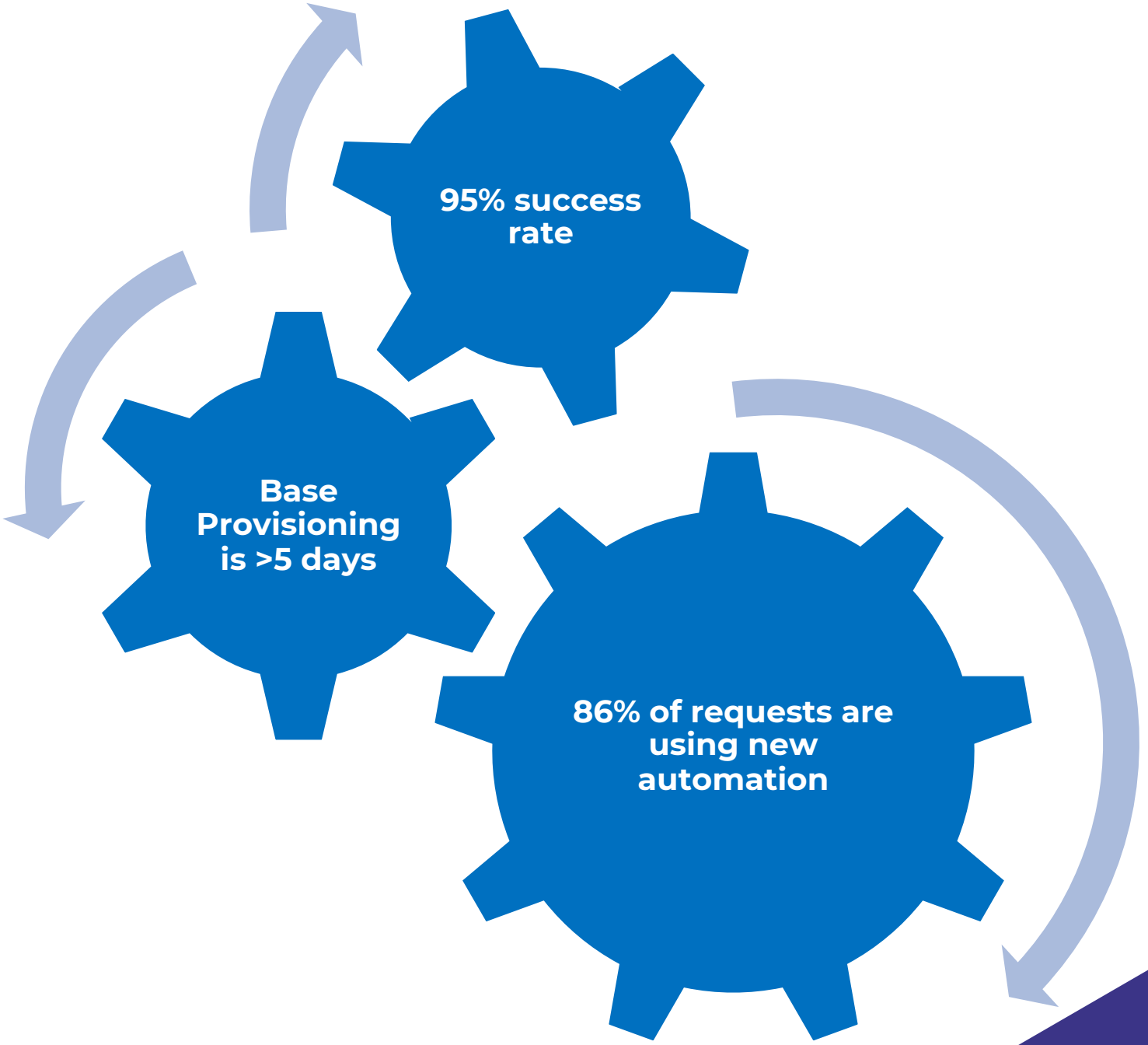
Outcomes



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What need from the community

- Look for accomplices – if Tricia and Josh are working on something, it's likely to succeed.
- Look at really engaging beyond tech and meeting groups where they are
  - Tactics matter → things like PowerPoint rather than Lucid chart, Visio, Miro
  - Encourage the instincts that drive people to optimize their part of the system

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Thanks

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SR Director, Service Management at Duck Creek Technologies

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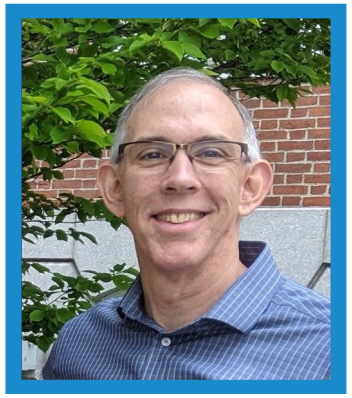

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