

HCL Duck Creek Capabilities - Headless UI



The HCL Center of Excellence is where transformation meets quality at speed through collaboration, transformation, innovation, and acceleration. It pairs HCL's best-in-class quality assurance principles and next-generation QA solutions with PAS product and omni-channel implementation experience for new implementation and upgrade projects. The results are frameworks, methodologies and accelerators leveraging our PAS product relationship that ensure the implementations are defect-free, robust, and ready for production.

HCL has expertise in forming UX strategy and in various user interface model implementations of core system products.

Extend Core UI



Definition

- Extended the policy core application UI to all users, internal and external.
- Policy core UI is customized and extended to all users.

Experience

- Policy core is exposed only to internal users.

Headless UI



Hybrid UI

Definition

- Use a combination of customer UI and policy core UI.

Experience

- Some roles such as customers/members use customer UI. Some roles such as underwriters use policy core UI.
- Responsive UI.

Fully Developed UI



Definition

- Fully developed a custom UI for all users, internal and external.
- Policy core UI is not used.

Experience

- Full headless implementation in duck creek platform.
- Responsive web.

HCL has been part of the headless implementation of Duck Creek by one of its major auto insurance customers in North America. Here, the scope of Duck Creek technology implementation was to integrate custom UI with the Duck Creek Engine. Key lessons learnt from the Duck Creek technology implementations were:

DTO/payload size

- Setup regionally distributed turnkey **Azure Cosmos DB** to cache the policy object
- Implemented **meta data services** to cache meta data in the headless UI – Vehicle make/model, drop down values, etc.

Minimize hops

- Implemented **mid-stream services** for retrieval of services such as address, credit score, etc.

Adopt policy core UI model

- Adhered to the policy core screen flows in the headless UI

Business rules versus UI validations

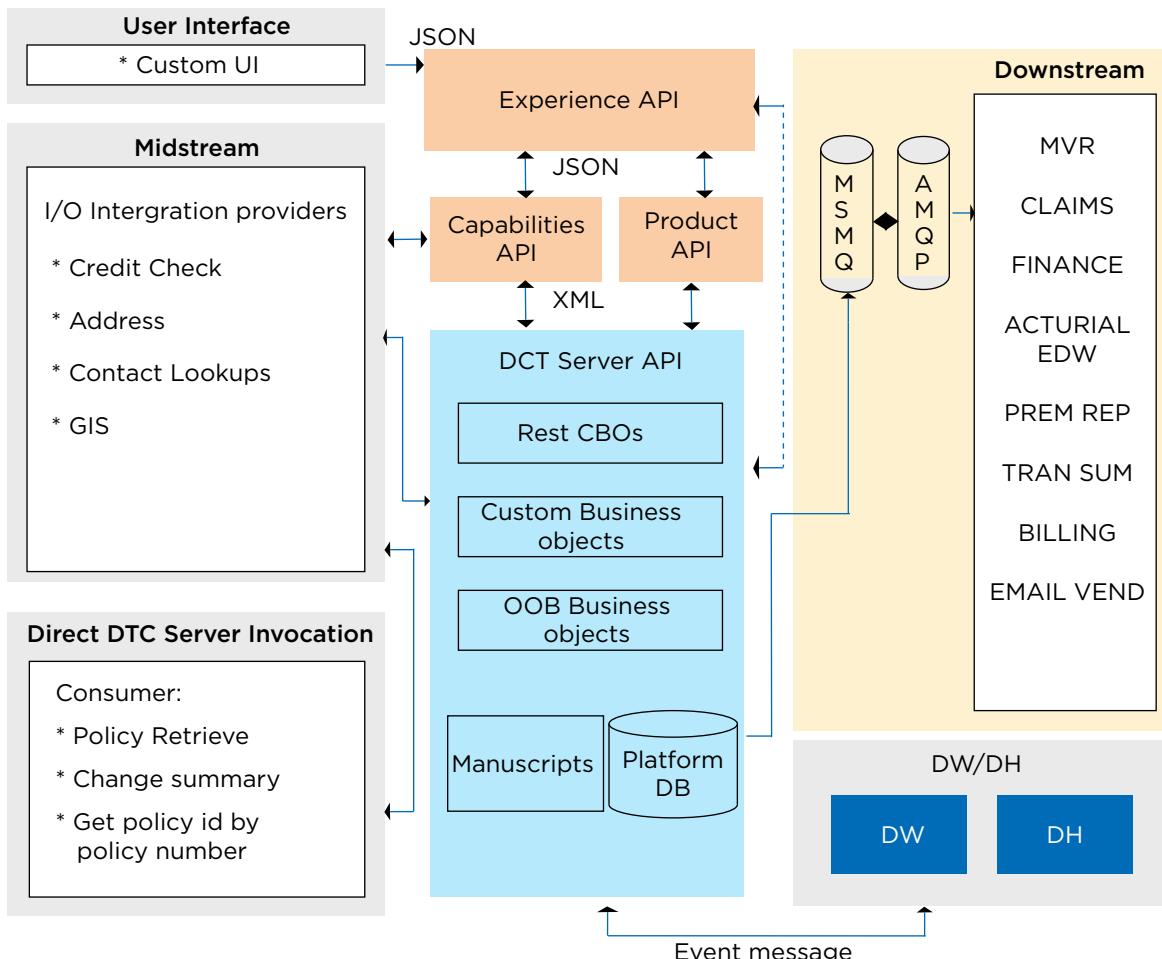
- Some business rules and UI validations were implemented in the headless UI (BR 30% UI - 70% core)

Others

- **Maintained session consistency** to ensure commits from the UI don't go out of sync
- Quoted **Cosmos DB for handling quotes**
- Changes to the PolicyCenter model needed to be synchronized with DTO model
- **Tracked requests responses** through all layers

HCL's previous experience on the single-source publishing and responsive web design helped to develop and reuse various solution accelerators for support. This also enabled faster testing for a Custom UI and an omnichannel approach to validate the single-user experience for multiple channels and experience API.

Typical Implementation Architecture:



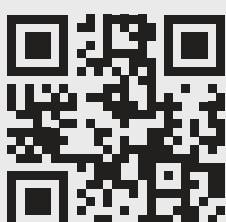
Finalizing and adopting a UX strategy is not just a technically driven decision but one driven also by business outcome and ROI. HCL can help carriers in formulating their UX strategy and in advancing their journey from solution options, PoCs, and solution selection to implementation.



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