



Insurance

Smarter Duck Creek Application Maintenance and Support Services for Better Business Performance

Flyer



Your Duck Creek application is critical to your business. Whether it's powering policy issuance, claims processing, or digital quote-to-buy journeys—its performance directly impacts your revenue, customer experience, and compliance. But most support teams spend over 80% of their time firefighting instead of innovating.

It's time to change that.

Modern Duck Creek Support Services That Work Smarter—Not Harder

At Hexaware, we transform Duck Creek application maintenance and support into a proactive, automation-first operation—so your teams can focus on what drives growth.

What's Holding You Back?

- Slow issue resolution due to reactive support
- Limited visibility into performance KPIs
- Manual, repetitive tasks slowing your teams down
- Unaligned business and IT priorities
- Long release cycles and inefficient change management



What You Can Expect with Hexaware's Duck Creek Support Services

- **AI-led Incident Prevention & Recovery:**
Our automation platform continuously monitors performance, detects risks early, and triggers LLM-based agents or AI agents for recovery without manual intervention.
- **Streamlined Service Requests:**
Automate common tasks like form versioning, rate table updates, password resets, or bulk user management—freeing your support team to do more.
- **Integrated Monitoring & Dashboards:**
Our enterprise dashboard gives you a single view of both business and IT KPIs, pulling real-time insights from across your ITSM tools.
- **Proactive Optimization:**
From cleaning up non-standard data to fixing policy issues across environments, our approach eliminates errors before they impact your operations.
- **Skilled 24/7 Support Team:**
We offer a global L1.5 support model—resolving most issues at first touch, reducing escalations and resolution time.
- **Accelerated DevOps Integration:**
Get faster releases and fewer failures with automated test design and execution integrated directly into your CI/CD pipeline.
- **Zero-Risk Transition:**
We guarantee a fixed-price, zero-risk transition in just 8–12 weeks—with no cost incurred if the transition fails.
- **Ongoing Innovation:**
From AI assistants to continuous process improvement through our innovation platform—we help you stay ahead of the curve.

Why Hexaware

We're more than just a Duck Creek solutions provider—we're your growth partner.

- 2–5% improvement in business and IT KPIs
- 15–25% cost savings through automation
- 20–30% productivity gains by reducing incidents
- Commercial models built for success: gain-share, fixed price, and no-cost automation platform

Your Next Step to a Smarter Duck Creek Suite

It's time to stop firefighting and start transforming. Let's make your Duck Creek support operations intelligent, efficient, and future-ready.

Write to us today at marketing@hexaware.com. Let's build a smarter, faster, and more resilient Duck Creek ecosystem—together.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at www.hexaware.com

© 2025 Hexaware Technologies Limited. All rights reserved