



Mindtree

A Larsen & Toubro Group Company



Mindtree enabled a leading **P&C insurance** provider in the U.S. to improve time to market of its new products by **40%**



## Client overview

The client is a leading commercial property and casualty (P&C) insurance provider in the U.S., embarking on a core digital transformation journey.



## Objectives



As part of this initiative, the client wanted to accomplish the following business objectives:

- Optimize the IT spend on maintenance.
- Sunset the legacy policy administration systems.
- Implement scalable downstream integration and financial reporting process.
- Reduce ongoing SME and IT support required in keeping its products ISO compliant.
- Consolidate its P&C offerings on Duck Creek—a single platform for core insurance offering.
- Improve time to market of new products and support multiple business units with a flexible underlying product structure.



## Mindtree solution

Mindtree helped the client achieve the business objectives by implementing multiple commercial line products on Duck Creek OnDemand Policy and a downstream integration pipeline powered by XactConnect, Mindtree's integration accelerator.

The client initially chose Mindtree for its innovative solution to address the challenges associated with a complex downstream integration of the clients' commercial auto product. Using Mindtree's XactConnect accelerator, the client accomplished this goal ahead of schedule. Due to the success of this project, the client chose to collaborate with Mindtree in the future to achieve larger digital transformation goals.

## Solution highlights

- Used Duck Creek ISO commercial line templates to expedite configuration of client-specific deviations.
- Implemented an agile approach to deliver ISO deviations and proprietary product configurations to business team for seeking early feedback and improving adoption.
- Leveraged Mindtree's integration accelerator, XactConnect, to provide an easy and configurable approach to downstream Integration for all commercial products.
- Created headless API testing framework for rapid testing and rollouts of ISO circular updates into production to be regulatory compliant.
- Used various other accelerators that improved productivity by automating time-consuming routine tasks, which enhanced product quality and reduced delivery risks for business. Few examples of accelerators are:
  - An automated Forms Extractor tool to extract metadata and attachment rules to resolve gaps in forms requirements to expedite and improve testing.
  - A Submission Creator utility that allowed to quickly create submissions from account management system and quote in Duck Creek.
  - Automated Product Configurator that allowed adding multiple static forms to Duck Creek via an Excel upload.

Mindtree configured eight major commercial lines products (BOP, WC, GL, Property, etc.) with a mix of both ISO and proprietary products on Duck Creek. Mindtree conducted multiple discovery workshops with various stakeholders using its unique gap analysis approach to define product architecture, design workflows, and elicit integration requirements. Few key integrations include Loss Cost, Mark Logic, downstream data warehouse, and reporting system integration. Mindtree performed multi-dimensional quality assurance and performance tuning to ensure high-quality product delivered on Day 1.



## Mindtree's solution helped the client realize the following business benefits

40% faster time to market  
in rolling out new products

70% reduction in quality engineering  
time using headless  
API testing framework

Reduced the rollout of product  
changes from months to weeks

Improved schedule  
compliance reporting

## About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 290+ enterprise client engagements to break down silos, make sense of digital complexity, and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of continuous delivery to spur business innovation. Operating in more than 15 countries across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,000 entrepreneurial, collaborative and dedicated "Mindtree Minds".