

Duck Creek Services Ecosystem

A research report comparing the strengths,
competitive advantages and improvement
areas of Duck Creek Partners



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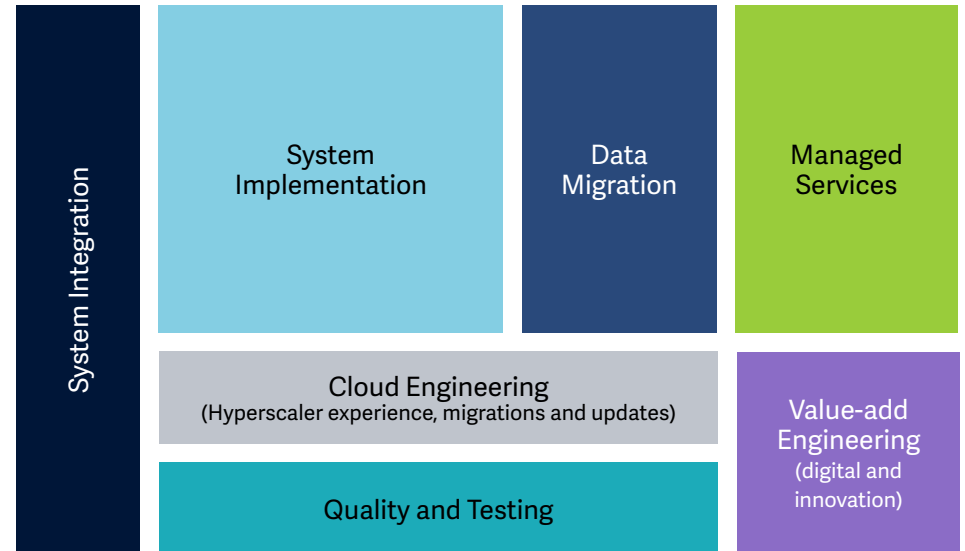
Duck Creek offers a flexible cloud platform for property and casualty (P&C) insurers, focusing on its modularity and rapid deployment. Its software is designed to swiftly adapt to market changes, enabling insurers to efficiently manage policy administration, billing, claims and digital innovation.

The Duck Creek Services Ecosystem covers the entire lifecycle of the core system, from implementation, customization, and day-to-day operations to continuous improvements. Typically, insurers seek the following services from their partners:

- **Domain expertise:** Access to certified experts who understand the insurance landscape and compliance requirements
- **Rapid implementation:** Streamlined deployment processes that reduce the time to market and enhance agility in adopting new capabilities
- **Data migration:** Advanced ETL (extract, transform and load) tools that prioritize data accuracy and integrity during migration to cloud-native systems

- **System configuration:** A modular setup that allows insurers to customize Duck Creek components and easily integrate with other systems via modern API protocols
- **Training and user adoption:** Comprehensive training programs tailored to different user roles, fostering quick adoption and effective system use
- **Project management:** Using agile methodologies, along with analytics and real-time reporting, to ensure projects remain on track
- **Post-implementation support:** Robust support services, including regular updates, performance tuning and ongoing enhancements based on user feedback
- **Digital innovation:** Focus on building user-friendly interfaces using low-code development tools and integrating advanced analytics to drive operational efficiency

Duck Creek Services Ecosystem 2025



Key focus areas for the **Duck Creek Services Ecosystem** Study

Simplified Illustration Source: ISG 2024

Duck Creek Services

Definition

The ISG Provider Lens™ Duck Creek Services Ecosystem study offers the following to business and IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers.
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness.
- Focus on the global market.

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.



Definition

In this quadrant, ISG assesses the expertise and experience of Duck Creek core system service providers in managing projects of varying complexities. ISG evaluates their capabilities, ranging from greenfield implementations to migration from existing core systems to Duck Creek's modular cloud platform while staying on budget and schedule.

Providers should detail their go-to-market strategies, engagement and pricing models, target regions and client sizes. In addition to the core services listed in the eligibility criteria, they must outline their unique approaches to data migration, system customization, digital innovation, and employee and client training programs.

With Duck Creek's complete transition to cloud-based solutions, the report emphasizes providers' cloud engineering capabilities, covering streamlined migrations from on-premises systems, implementation of cloud-native versions and thorough testing for seamless updates. It also focuses on managed services for existing SaaS clients.

Eligibility Criteria

To qualify as a participant in this research, a provider must have at least one client in production currently using one or more of the following key services:

- 1. System integration and consulting services:** The participant must have experience integrating Duck Creek systems with other software applications or platforms. It should also offer consulting services related to Duck Creek implementation, optimization and best practices.
- 2. Duck Creek system(s) implementation:** The provider must have successfully implemented one or more Duck Creek core modules or an entire suite, which involves deploying the system, configuring and training users.
- 3. Post-implementation managed services:** The provider must offer ongoing maintenance, support and upgrades for Duck Creek systems after implementation to ensure their smooth functioning.
- 4. Quality check and testing:** The provider must have experience in quality assurance and testing for Duck Creek implementations, including developing test plans, executing tests and identifying and resolving defects.



Quadrants by Region

As a part of this ISG Provider Lens™ quadrant study, we are introducing the following one quadrant on Duck Creek Services Ecosystem Study:

Quadrant	Global
Duck Creek Services	✓



The research phase falls in the period between October 2024 and November 2024, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in April 2025.

Milestones	Beginning	End
Survey Launch	October 25, 2024	
Survey Phase	October 28, 2024	December 2, 2024
Sneak Preview	February 2025	March 2025
Press Release & Publication	April 2025	

The collection of client testimonials via the Star of Excellence Program requires early client referrals (no official reference needed) as CX scores have a direct influence on the provider’s position in the IPL quadrant and the awards.

Please refer to the [link](#) to view/download the ISG Provider Lens™ 2025 research agenda.

Access to Online Portal

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

Buyers Guide

ISG Software Research, formerly “Ventana Research,” offers market insights by evaluating technology providers and products through its Buyers Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the Duck Creek Services Ecosystem IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2025. For more information, refer to the [Buyers Guide research schedule](#).

Research Production Disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens™ reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



ISG Star of Excellence™ – Call for nominations

The Star of Excellence™ is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.”

The Star of Excellence™ is a program, designed by ISG, to collect client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence™ will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence™ [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:

ISG.star@isg-one.com



ISG Star of Excellence



The ISG Provider Lens 2025 – Duck Creek Services Ecosystem research study analyzes the relevant software vendors/service providers in the global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

Study Sponsor:

Aman Munglani

Lead Author:

Manav Deep Sachdeva

Editor:

Upasana Hembram

Lead Analyst:

Sonam Vijay Chawla

Senior Data Analyst:

Lakshmikavya Bandaru

Quality & Consistency Advisors:

Ashish Jhajharia
Dennis Winkler

Project Manager:

Harshita Bhatt

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The research and analysis presented in this study will include data from the ISG Provider Lens™ program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. ISG recognizes the time lapse and possible market developments between research and publishing, in terms of mergers and acquisitions, and acknowledges that those changes will not reflect in the reports for this study.

All revenue references are in U.S. dollars (\$US) unless noted.



Contacts For This Study



Aman
Munglani
Study Sponsor



Manav Deep
Sachdeva
**Senior Manager and
Principal Analyst**



Sonam Vijay
Chawla
Lead Analyst



Lakshmikavya
Bandaru
Senior Data Analyst



Harshita
Bhatt
Project Manager



ISG Provider Lens Advisors Involvement Program

ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three advisors participate as part of each study's quality and consistency review team (QCRT). The QCRT ensures each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the QCRT group and contribute at different levels depending on their availability and expertise.

The QCRT advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.

ISG Advisors to this study



Ashish
Jhajharia

Consultant Advisor



Dennis
Winkler

Consultant Advisor



Invited Companies

If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.

Accenture	GFT	Softtek
Aggne	HCL	Sollers consulting
Alchemy Technology Services	Hexaware Technologies	Stratus Technology
Aspire Systems	HTC Global Services	TCS
Birlasoft	IBM	Tech Mahindra
Capgemini	IKOR	TechAhead
Centric Consulting	Infosys	ValueMomentum
CGI	LTIMindtree	Wipro
Coforge	Netcompany	Xceedance
Cognizant	Norima Consulting	Yovant
Deloitte	NTT DATA	Zensar Technologies
Endava	NXT Level Technologies	
Eviden	OpenTeQ	
Exavalu	PwC	
EY	SBI Technology	



*ISG Provider Lens™

The ISG Provider Lens™ Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens™ research, please visit this [webpage](#).

*ISG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research™ subscriptions, please email contact@isg-one.com, call +1.203.454.3900, or visit research.isg-one.com.

*ISG

ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 900 clients, including more than 75 of the world's top 100 enterprises, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including AI and automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis.

Founded in 2006, and based in Stamford, Conn., ISG employs 1,600 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

For more information, visit isg-one.com.



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