

# Duck Creek Services PEAK Matrix® Assessment 2022

January 2022: Complimentary Abstract / Table of Contents



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# Contents

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<b>1. Introduction and overview</b>	<b>5</b>
• Research methodology	6
• Key information sources	7
• Background of the research	8
• Research scope	9
<b>2. Market updates</b>	<b>10</b>
• Summary of key messages	11
• Key market trends	12
<b>3. Duck Creek services PEAK Matrix® characteristics</b>	<b>13</b>
• PEAK Matrix framework	14
• Everest Group PEAK Matrix for Duck Creek services	15
• Service provider capability summary dashboard	18
• Characteristics of Leaders, Major Contenders, and Aspirants	21
<b>4. Profiles of service providers</b>	<b>24</b>
• Leaders	24
– Accenture	25
– Capgemini	26
– Coforge	27
– LTI	28
– Mindtree	29

# Contents

• Major Contenders	30
– Atos	31
– Cognizant	32
– EY	33
– Wipro	34
– Xceedance	35
• Aspirants	36
– Aggne	37
– Deloitte	38
– Next Level Solutions	39
<b>5. Appendix</b>	<b>40</b>
• Glossary	41
• Research calendar	42

## Introduction

The insurance industry is heavily burdened with obsolete legacy systems, talent shortage, and resistance to change. In addition, consumer needs, habits, and expectations, which were gradually evolving pre-COVID-19, have radically shifted during the pandemic, spurred by the demand for compelling online experiences. To deal with these challenges, insurers' preference is shifting from building custom solutions to buying off-the-shelf products and rapidly adopting third-party core platforms to reduce latency, improve efficiency and Straight Through Processing (STP), drive product innovation, and build a modern core to power superior front-office experiences.

In the last 24 months, Duck Creek has consolidated its market position as a preferred core technology platform for the global P&C insurance industry. It has been championing the modernization story for the P&C industry by aggressively pushing its SaaS-based systems, marketing low-code configurability, as well as partnering with InsurTechs and data vendors to enable an ecosystem-led innovation. IT service providers are ramping up their investments to build capabilities across its flagship core products. They are also looking to expand beyond the scope of core modules and invest in training resources for Duck Creek OnDemand (DCOD) implementations and non-core modules such as insights, digital engagement, and distribution management.

In this research, we present an assessment of 13 leading IT service providers featured on the **Duck Creek Services PEAK Matrix® Assessment 2022**. The assessment is based on Everest Group's annual RFI process for the calendar year 2021, interactions with leading insurance IT services providers, client reference checks, and ongoing analysis of the Insurance IT services market.

### Scope of this report



**Geography**  
Global



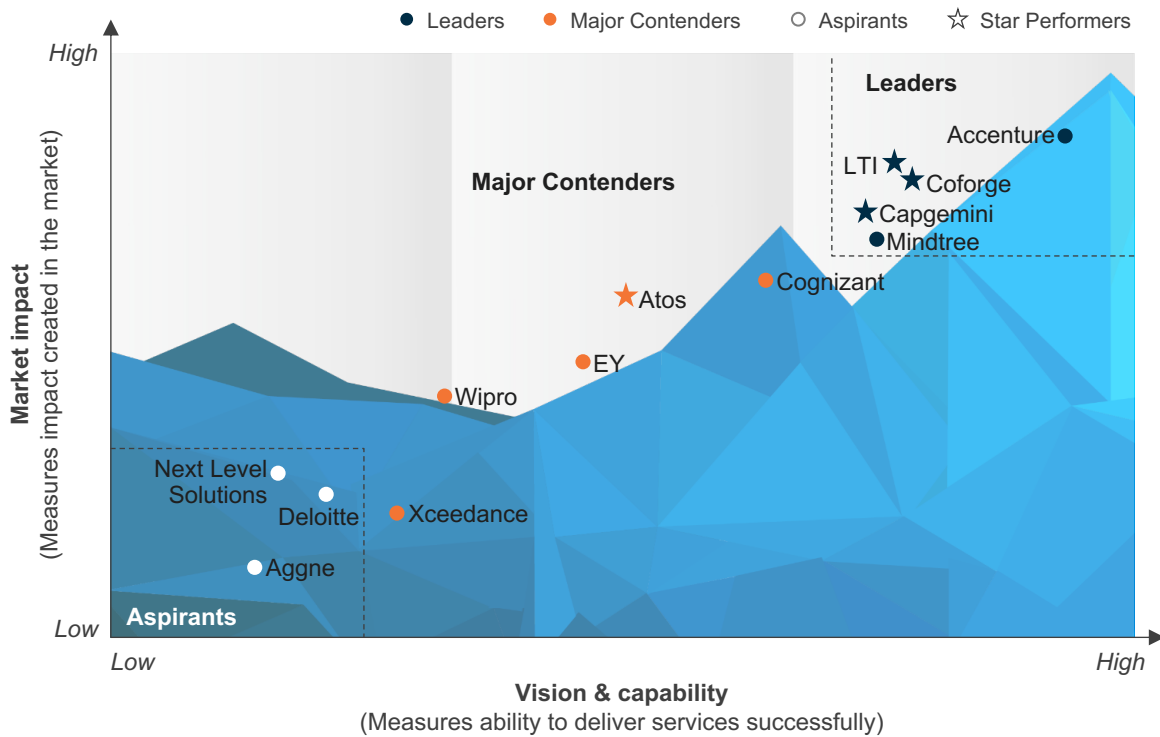
**Service providers**  
13 leading IT service providers



**Services**  
Duck Creek services

# This study offers six distinct chapters providing a deep dive into key aspects of the Duck Creek services market; below are three charts to illustrate the depth of the report

Everest Group Duck Creek Services PEAK Matrix® Assessment 2022<sup>1</sup>



Capability assessment

Illustrative example

Measure of capability: Low High

Provider	Market impact				Vision & capability				
	Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
Provider 1	High	High	High	High	High	High	High	High	High
Provider 2	Low	High	High	High	Low	High	High	High	High
Provider 3	Low	High	High	High	High	High	High	High	High
Provider 4	Low	High	High	High	High	High	High	High	High
Provider 5	High	High	High	High	High	High	High	High	High
Provider 6	High	High	High	High	High	High	High	High	High
Provider 7	High	High	High	High	High	High	High	High	High
Provider 8	High	High	High	High	High	High	High	High	High
Provider 9	Low	High	High	High	High	High	High	High	High

Everest Group's remarks on providers

Illustrative example

Measure of capability: Low High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall
High	High	High	High	High	High	High	High	High

**Strengths**

- Service provider 1's focused investments to build business solutions to address Duck Creek product gaps as well as technology solutions to accelerate speed-to-market for product deployments demonstrate its strong credentials in the market
- Service provider 1 has a well-established and growing practice that positions itself favorably with clients embracing the Duck Creek Producer product

**Limitations**

- Service provider 1 has limited experience when it comes to implementations covering Duck Creek Billing and Claims products
- Service provider 1's ratio of certified to skilled resources on the Duck Creek technology ecosystem is below that of similar-sized peers

1 Assessment for Aggne, Deloitte, EY, and Next Level Solutions excludes service provider inputs, and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence Database, ongoing coverage of these service providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may be less complete. The source of all content is Everest Group unless otherwise specified.

Source: Everest Group (2022)

# Research calendar

## Insurance Information Technology

■ Published
 ■ Planned
 ■ Current release

### Flagship reports

### Release date

Application and Digital Services (ADS) in Life and Annuities (L&A) Insurance – PEAK Matrix® Assessment 2021	December 2020
Application and Digital Services (ADS) in Life and Annuities (L&A) Insurance – Service Provider Compendium 2021	January 2021
Insurance IT Services – State of the Market 2021: Future-readying Insurance Business Through Continuous Digital Unraveling	January 2021
Insurance Platform Services PEAK Matrix® Assessment 2021	October 2021
Insurance Platform Services – Service Provider Compendium 2022	November 2021
Digital Experience Platforms In Insurance – Product PEAK Matrix® Assessment 2022	December 2021
Salesforce Services in Insurance PEAK Matrix® Assessment 2022	January 2022
Salesforce Services in Insurance – Service Provider Compendium 2022	January 2022
<b>Duck Creek Services PEAK Matrix® Assessment 2022</b>	<b>January 2022</b>
Application and Digital Services in P&C Insurance – Services PEAK Matrix® Assessment 2022	Q1 2022

### Thematic reports

### Release date

Cloud as a Change Catalyst in Insurance	May 2021
Digital Transformation in the London Insurance Market	July 2021
Opportunities and Challenges in the Global Cyber Insurance Market	July 2021
BFSI Enterprise Adoption Guide for Low-Code/No-Code Technology – Market Trends and Provider Landscape	August 2021
Life & Annuities (L&A) Policy Administration Platform Market Landscape and Technology Provider Profiles	September 2021
Retirements Technology and IT Services – State of the Market 2022 State of the Market Report	November 2021

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