OpenText™ Exstream Accelerator for Duck Creek Policy

Elevate your customer engagement with multichannel communications

Strengthen Relationships

Customer communications that effortlessly leverage modern insurance solutions and data, meet regulatory requirements, and strengthen policyholder relationships can help insurers increase sales, loyalty, and profitability.

Stay relevant

Maintaining customer satisfaction and strengthening customer loyalty are chief concerns among business executives. One of the best ways to foster customer relationships is to keep communications meaningful and engaging. Front-office employees, sales representatives, agents, and partners need to rapidly and easily follow up customer interactions with relevant, targeted, one-to-one communications.

Modern, digital communications can help your employees make the most of every customer touch point. Agents, brokers, support, and legal employees need streamlined, intelligent, and controlled authoring tools that offer flexibility without sacrificing compliance. Deliver actionable communications with targeted and personalized messages, including quotes, proposals, contract binding, client onboarding and cross-selling.

Turn complexity into profitability

By combining the Exstream Policy Accelerator with Duck Creek Policy functionality, business users can quickly and easily launch and update market-relevant insurance products, including personalized, multiline quotes, proposals, and contracts that are relevant for today's multimedia consumer. The new capabilities give business users increased speed to market and ease of use, while delivering multiple languages across digital channels. Improve both internal and external user experiences with digital workflows that seamlessly incorporate data in real time and adapt to print-to-mobile devices.

TRUST AN INDUSTRY LEADER

Time and time again, OpenText™ Exstream has proven its value through case studies, high rankings in analyst reports, and proven return on investment (ROI) numbers. In fact, Exstream was again named a leader in the [Gartner Magic Quadrant for Customer Communications Management Software report (January 2017)][1] Turn your communications into differentiators that are customer-relevant and help you grow revenue while saving money.

Exstream Policy Accelerator

Line of Business: Product Definition   **Duck Creek Policy**
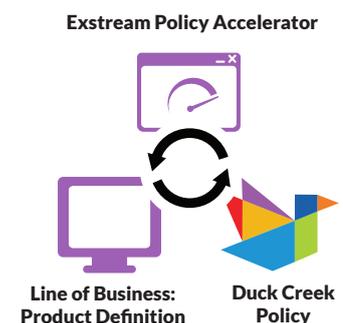
Exstream customers have won 59 DALBAR awards for excellence in their communications

Improve the Customer Experience

Exstream provides a single, enterprise-wide solution to create actionable quotes, proposals, policy contracts, and onboarding communications to enhance engagement and the experience across the customer lifecycle—from prospects to policyholders.

A market-leading document composition solution, Exstream users include more than 1,000 corporations worldwide, of which more than 180 are insurance companies. We can help you increase revenue using demographic data to develop personalized product portfolios.

Common Business Challenges

Consider the following business challenges, and the real-life solutions provided by a single customer communications management (CCM) solution:

For eight years running, Celent has ranked Exstream No. 1 among CCM vendors in Insurance P&C and L&A deal trends

BUSINESS CHALLENGE	A CCM SOLUTION CAN HELP YOU...
DIFFICULTY RETAINING CUSTOMERS AND THE RISK OF LOSING ONE OR MORE MAJOR CUSTOMERS	Deliver a better customer experience with more rapid and targeted communications that improve customer service, loyalty, retention, and satisfaction. This can lower the cost of acquiring, onboarding, and servicing customers and improve your net promoter score.
INFLEXIBLE TRANSACTION SYSTEMS AND COMMUNICATIONS THAT ARE DISCONNECTED FROM UNDERLYING SYSTEMS	Easily capture, repurpose, and integrate data from a Duck Creek Policy to enable real-time triggers from the front office to start back-office processes for multichannel customer communications.
DECENTRALIZED AND UNGOVERNED AUTHORING TOOLS	Modernize customer communications using Duck Creek Policy with Exstream Application Accelerators, which have been designed to improve brand consistency, compliance, and personalization.
COSTLY PAPER PRINT/MAIL PROCESSING	Lower costs with increased automation of paper-based processes, while consolidating multiple documents into a single delivery model based on customer preference.
COSTLY TO MANAGE MULTIPLE LEGACY AUTHORING SYSTEMS ACROSS LINES OF BUSINESS	Reduce annual software maintenance and labor costs through application consolidation and standardization, using a single, enterprise-wide CCM platform that can be deployed from both Duck Creek Policy software and adjacent applications across lines of business.
MAINTAINING NUMEROUS DOCUMENTS OR INTELLIGENT TEMPLATES ACROSS LINES OF BUSINESS	Reduce the number of templates required for correspondence. Generate accurate and compliant on-demand correspondence with an object-oriented platform. Build content once and reuse it across applications/documents. Intelligent templates can serve multiple purposes and include appropriate content inclusion or exclusion based on business rules.
INCONSISTENCY ACROSS PRODUCT LINES	Manage branding and language by improving the consistency of messages and the look and feel across various business segments and product lines.
FAILURE TO MEET REGULATORY REPORTING	Improved reporting accuracy to quickly comply with new regulatory requirements via a centralized and controlled role-based compliance inventory database.

Contact Us

OpenText has developed and implemented customer communications solutions in thousands of Fortune 500 enterprises around the world. OpenText also offers a wide range of training, consulting, and technical support services to maximize your investment in our products. Our insurance industry assessment analyzes business-critical processes, systems and tools, and provides savings opportunities and a solution roadmap tailored to meet your specific needs.

For more information about our customer communication management solution, visit www.opentext.com/exstream16.

1 Shegda, Karen M., Kenneth Chin, Pete Basiliere. Magic Quadrant for Customer Communications Management Software. Gartner, December 2015.

duckcreek
technologies

www.opentext.com/contact