



# Everest Group Duck Creek Services PEAK Matrix® Assessment 2024

Focus on Capgemini

May 2024



## Introduction and background of research

Amidst the ongoing modernization and digital transformation in Property and Casualty (P&C) insurance, insurers are emphasizing on extracting value from their off-the-shelf products and core platforms. Efficiency is sought after to enhance underwriting profitability, while there is a growing emphasis on predictive analytics for claims loss mitigation, prevention, recovery, and settlement. Additionally, insurers are keen on digitizing agent/broker channels, particularly across personal and commercial lines.

Duck Creek has emerged as a leading player in this space, offering a modern and flexible core platform that meets the evolving needs of P&C insurers. Its SaaS-based systems, low-code configurability, and focus on servicing high-growth regions have made it a preferred choice for insurers looking to modernize their operations.

IT service providers are also aligning their strategies and investments with Duck Creek's vision to capitalize on this growing market opportunity. They are expanding their Duck Creek-certified talent pools and developing accelerators and frameworks to streamline implementations.

Furthermore, there is a growing focus on expanding beyond the core modules to provide training and support for Duck Creek OnDemand (DCOD) implementations and other non-core modules such as Insights/Clarity, Reinsurance Management, and Distribution Management.

In this research, we present an assessment of 14 leading IT service providers featured on the [Duck Creek Services PEAK Matrix® Assessment 2024](#). The assessment is based on Everest Group's annual RFI process for the calendar year 2024, interactions with leading insurance IT services providers, client reference checks, and ongoing analysis of the Insurance IT services market.

**The full report includes the profiles of the following 14 leading Duck Creek service providers featured on the Duck Creek Services PEAK Matrix Assessment 2024:**

- **Leaders:** Accenture, Capgemini, Coforge, Cognizant, and LTIMindtree
- **Major Contenders:** Aggne, EY, HCLTech, ValueMomentum, Wipro, and Xceedance
- **Aspirants:** Eviden, HTC Global Services, and Next Level Solutions

### Scope of this report

**Geography:** Global

**Industry:** Market activity and investments of 14 leading Duck Creek service providers

**Services:** Duck Creek services

# Duck Creek services PEAK Matrix® characteristics

## Leaders

Accenture, Capgemini, Coforge, Cognizant, and LTIMindtree

- Leaders comprise large-scale IT-heritage firms. These providers have positioned themselves as strategic partners for insurers and differentiated themselves with their extensive industry experience, a scaled resource pool of Duck Creek certified talent, delivery footprint across all major onshore and nearshore locations, and multiple product-specific tools and accelerators
- Leaders show strong proof points of working with carriers for consulting and implementation services. Leaders also exhibit strong success proof points in enabling complex, multi-region Duck Creek implementations, for insurers across all major LoBs
- Leaders have exhibited a good mix of business and technology expertise on the Duck Creek technology stack with a strong emphasis on Duck Creek's core suite, Duck Creek OnDemand, and Duck Creek Insights

## Major Contenders

Aggne, EY, HCLTech, ValueMomentum, Wipro, and Xceedance

- While Several Major Contenders are focused on North America, they have made targeted investments to expand footprint in high-growth regions and are partnering with Duck Creek for joint-GTM motions and augmenting their capabilities
- Major Contenders have invested significantly in tools and accelerators tailored to specific segments of the value chain and LoBs, aiming to optimize the platform's OOTB capabilities to ensure on-time, on-budget implementations, and cost-effective downstream services
- Major Contenders are increasing their investments to grow their team of Duck Creek-certified professionals, enhancing training for Duck Creek OnDemand, and expanding their capacity for multi-region delivery

## Aspirants

Eviden, HTC Global Services, and Next Level Solutions

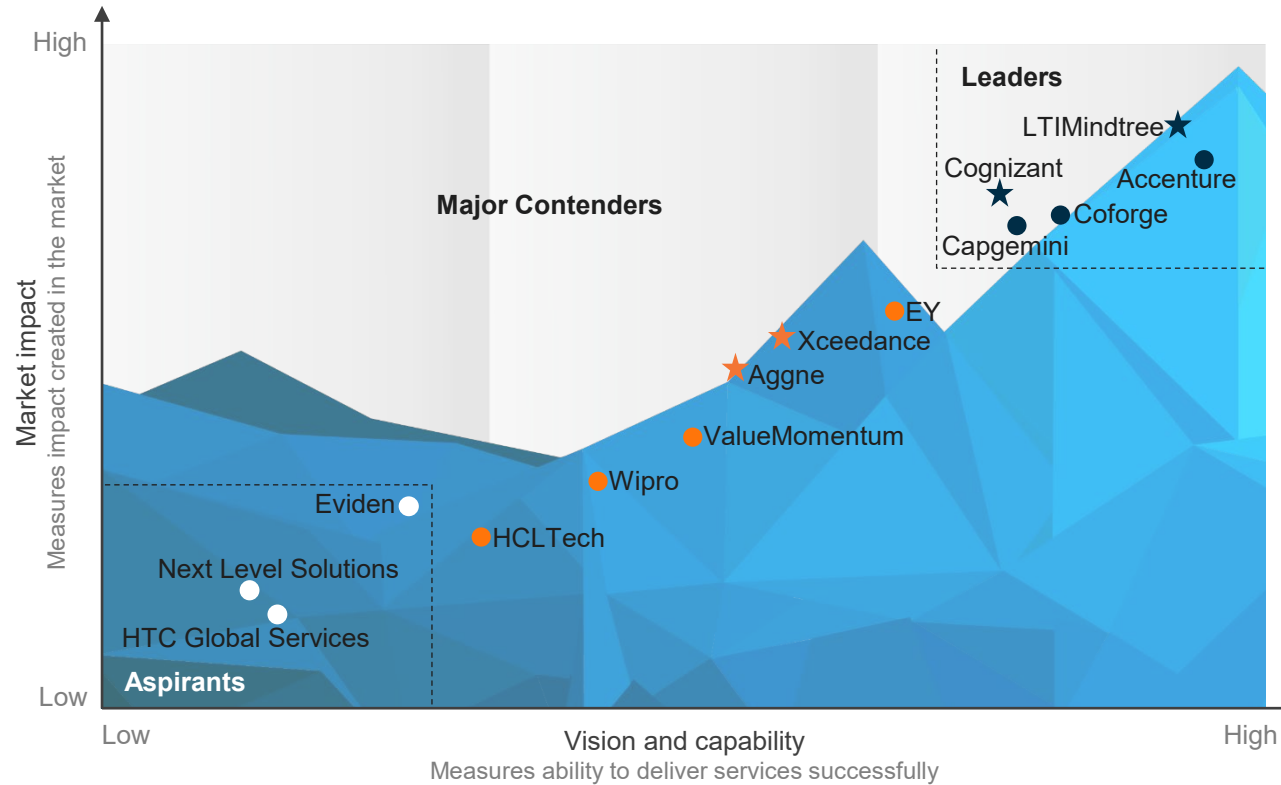
- Aspirants with their limited scale, have carved out a niche for themselves by offering specialized services. They are adopting a use case-driven approach, building specific point solutions to expand their business, and are preferred for post-implementation testing, enhancement, and maintenance services support across core modules
- For instance, Next Level Solutions focuses on onshore/nearshore delivery for small and mid-sized insurers in North America, HTC Global Services have found success with specialty lines, North American insurers for downstream services, and Eviden positions itself as a North America market Duck Creek services specialist

# Everest Group PEAK Matrix®

Duck Creek Services PEAK Matrix® Assessment 2024 | Capgemini is positioned as a Leader

## Everest Group Duck Creek Services PEAK Matrix® Assessment 2024<sup>1</sup>

- Leaders
- Major Contenders
- Aspirants
- ☆ Star Performers



<sup>1</sup> Assessments for Eviden, and Next Level Solution excludes service provider inputs and are based on Everest Group's proprietary Transaction Intelligence (TI) database, provider public disclosures, and Everest Group's interactions with insurance buyers  
Source: Everest Group (2024)

# Capgemini profile (page 1 of 5)

## Overview

Duck Creek services revenue (as of CY2023 (December))

<US\$10 million	US\$10-25 million	US\$25-50 million	<b>&gt;US\$50 million</b>
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Number of Duck Creek services engagements (CY2023 (December))

<2	2-5	5-10	<b>&gt;10</b>
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Duck Creek partnership tier (CY2023 (December))

N/A	Select	<b>Premier</b>	<b>Elite</b>
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### Duck Creek services revenue mix (CY 2023)

● Low (1-15%) ● Medium (15-30%) ● High (>30%)

#### By geography

- North America
- Asia Pacific
- United Kingdom
- Latin America
- Europe
- Middle East and Africa

#### By insurance lines of business

- Personal lines
- Commercial lines
- Speciality lines

#### By Duck Creek services scope

- Maintenance and support services
- Enhancement services
- Implementation/integration services
- QA and testing services
- Upgrade and migration services
- Consulting services

#### By buyer size

- Small (annual client revenue <US\$1 billion)
- Very large (annual client revenue US\$10-20 billion)
- Medium (annual client revenue US\$1-5 billion)
- Mega (annual client revenue >US\$20 billion)
- Large (annual client revenue US\$5-10 billion)

## Capgemini profile (page 2 of 5)

### Delivery footprint and product-level details

Number of engagements and certified FTEs across Duck Creek products (CY2023)

Duck Creek product	No. of engagements (>10, 5-10, 2-5, <2)	No. of certified FTEs (>50, 25-50, 10-25, <10)
Policy	>10	>50
Rating	>10	NA
Billing	5-10	>50
Claims	5-10	10-25
Insights	5-10	NA
Digital Engagement – Producer	2-5	NA
Distribution Management	NA	NA
Reinsurance Management	NA	NA
Industry Content	NA	NA
Duck Creek OnDemand	>10	NA

Delivery footprint for Duck Creek services (ranges for FTEs: <50, 50-100, 100-200, >200)

Region	Key countries/cities	No. of FTEs
North America	Colombia (South Carolina), US and Toronto, Canada	50-100
United Kingdom	London	<50
Europe (excluding UK)	N/A	NA
Asia Pacific	Sydney, Bangalore, Bhubaneshwar, Chennai, Gurgaon, Hyderabad, Kolkata, Mumbai, Noida, and Pune	>200
RoW	N/A	NA

# Capgemini profile (page 3 of 5)

## Key investments

[NOT EXHAUSTIVE]

Top five investments/initiatives to enhance Duck Creek services delivery capabilities

Event name	Details
Partner API integration tool for quoting and issuance using externalized rules engine	It developed an API architecture to integrate Duck Creek policy administration with external brokerage platforms, allowing brokers and agents to create, quote, and issue submissions in real-time. It requotes submissions and applies coverage and form rules when important factors such as company type, main limit, and other related factors change, utilizing an externalized rules engine. The framework was constructed using XML and JSON.
Duck Creek cloud transformation and product factory model approach	It developed Capgemini Duck Creek cloud transformation factory to assist insurers in achieving their core cloud transformation goals, from identifying the objectives to developing the strategy, business case, cloud Center of Excellence (CoE), and execution plan. The product factory model methodology helps to speed the implementation of selected Duck Creek products for various LoBs and numerous geographies with an MVP attitude. This strategy gives clients the flexibility and cost advantage of choosing the components for implementation while ensuring a workable product that can be scaled to multi-LoB and multi-geography with minimal effort.
Digital core for insurance	It developed a digital core framework that allows insurers (at various levels of core maturity) to unlock the full value of their core by providing them with a Bi-modal archetype on cloud (combining a robust engine for business processing on cloud with an agile tech stack for market innovation) for any/multiple/all of the following goals: interoperability and agility through APIs/microservices, dependable and adaptable business processing platform, full-stack, lightweight core for market innovation, and acquiring and capitalizing on data assets.
Capgemini Duck implementation methodologies, best practices, and CoE	Capgemini Duck Creek CoE consistently invested in best practices and processes for Duck Creek projects including as updates, new implementations, and AMS. This improved delivery efficiencies, speed-to-market, and provided greater value to all its clients. This comprises project accelerators and tools for all phases, requirement templates, reusable integration design patterns, code review best practices, and agile delivery approaches for Duck Creek projects.
Proprietary Duck Creek accelerators	It has invested in accelerators, technologies, and techniques to help insurers transform their businesses faster. It uses its unique and proven accelerators to reduce project timeframes and increase efficiency across all core and digital efforts. Its accelerators speed up and minimize the cost of system implementation.

# Capgemini profile (page 4 of 5)

## Case studies

### CASE STUDY 1

Transformed legacy systems, boosting sales and premiums

#### Business challenge

The client had several separate legacy systems that were inefficient in supporting policy acquisition and servicing. Legacy systems that required manual rate calculation and underwriting across many teams made it impossible to achieve agility, flexibility, optimal pricing, or growth. Further, the current defect/incidence count from the existing Duck Creek implementation with the prior provider was high.

#### Solution

Implementing Duck Creek policy for 20+ products across US states using agile and factory delivery model brought transformative change. Leveraging SAFE agile, Duck accelerators, and enterprise architecture, Capgemini streamlined processes, stabilized existing products, and reduced incident backlogs. Collaborating with providers, it ensured seamless end-to-end integration and employed automated testing frameworks for risk mitigation.

#### Impact

- Generated approximately US\$5 billion in premiums through the Duck Creek platform
- Increased monthly submissions by 30%, driving improved sales figures

### CASE STUDY 2

Transformed medical indemnity with Duck Creek

#### Business challenge

The client was searching for a scalable partner with extensive Duck Creek experience to help it accelerate platform transformation for the medical indemnity practitioner product.

#### Solution

Capgemini supplanted another SI provider to execute release two of a digital transformation program. This involved Duck Creek policy and billing implementation, integration with a membership self-service portal, data migration, and system testing.



#### Impact










- Reduced data load time by 50%
- Enhanced member experience through a self-service portal
- Increased agility in product design
- Improved business process efficiency
- Streamlined speed-to-market
- Reduced operational costs and risks



# Capgemini profile (page 5 of 5)

Everest Group assessment – Leader

Measure of capability:  Low  High

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

## Strengths

- Significant investments in its flagship model, the Duck Creek Factory, focusing on key aspects such as a consistent user experience, integrated workflows across regions, reusable integrations, and standardized DevOps and deployment practices
- Capgemini's implementation of one the world's largest Duck Creek projects for a tier-1 commercial lines carrier highlights its capability to manage large-scale, multi-geographical implementations
- Demonstrated success proof points of rescuing and stabilizing complex Duck Creek implementations, while addressing key client challenges in program roadmaps and integration complexities
- Clients have appreciated Capgemini's deep technical and domain expertise, coupled with its deployment of accelerators that enable swift project delivery

## Limitations

- Capgemini lags similar-sized peers in building a scaled pool of certified professionals in Duck Creek products such as Insights, Duck Creek OnDemand, and Rating
- Some clients have expressed that Capgemini could enhance its client management by improving onboarding, communication processes, and offboarding procedures
- In certain instances, clients have pointed out a limited availability of certified resources for the latest version of Duck Creek Claims

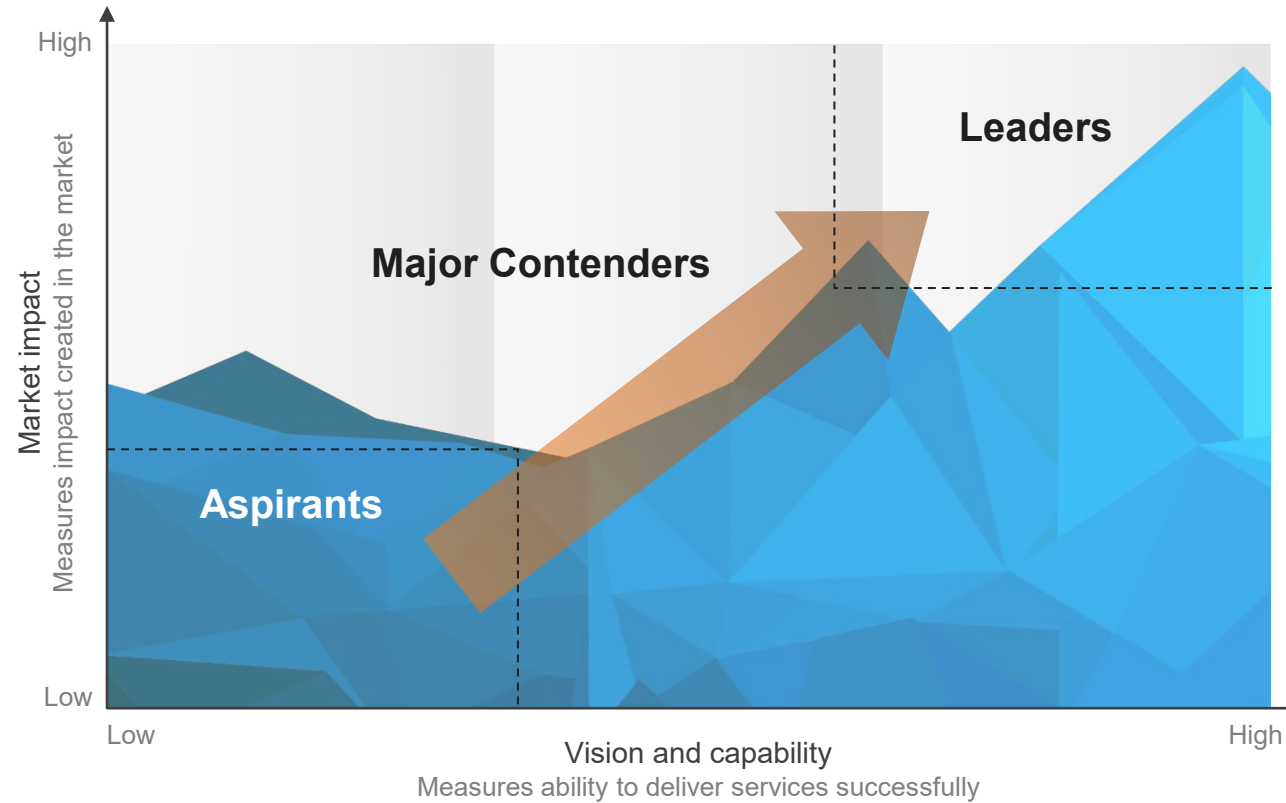
# Appendix

PEAK Matrix® framework

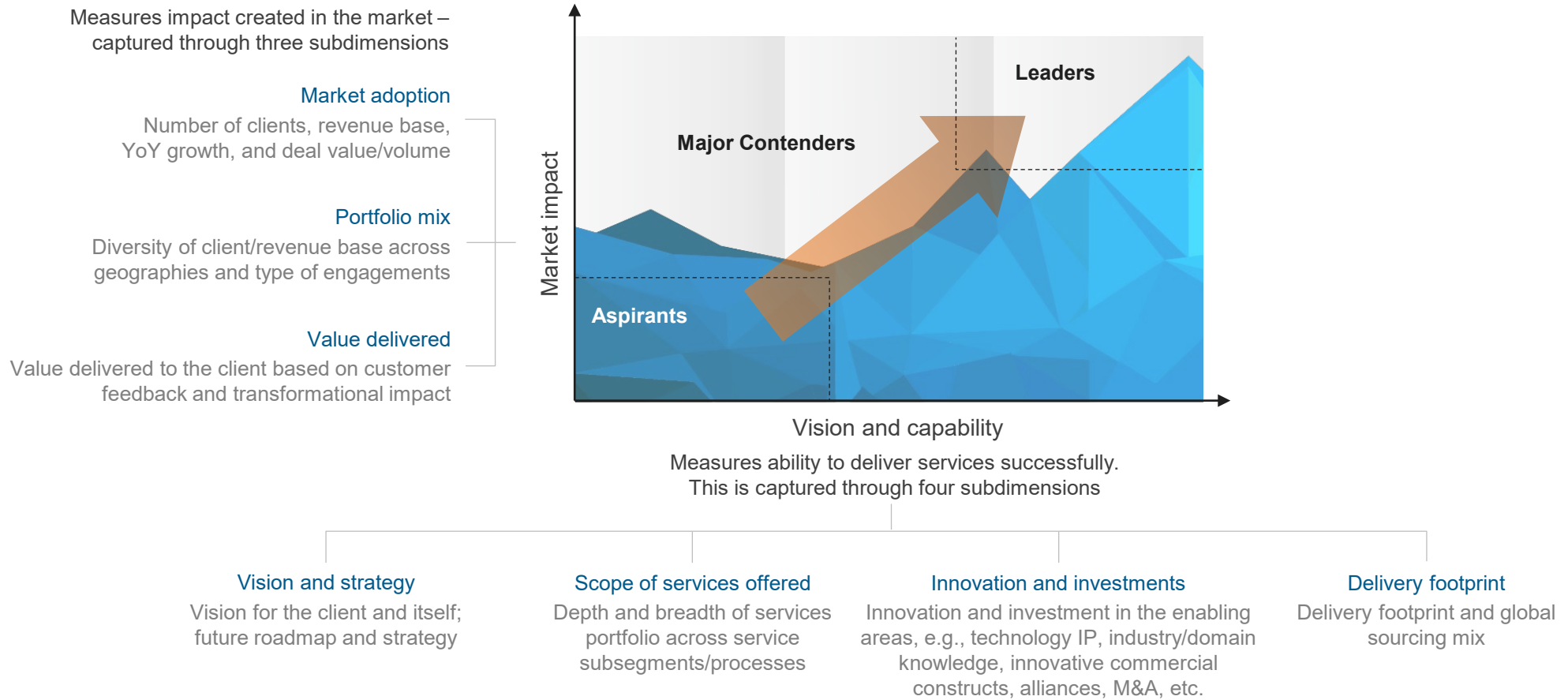
FAQs

# Everest Group PEAK Matrix® is a proprietary framework for assessment of market impact and vision & capability

## Everest Group PEAK Matrix



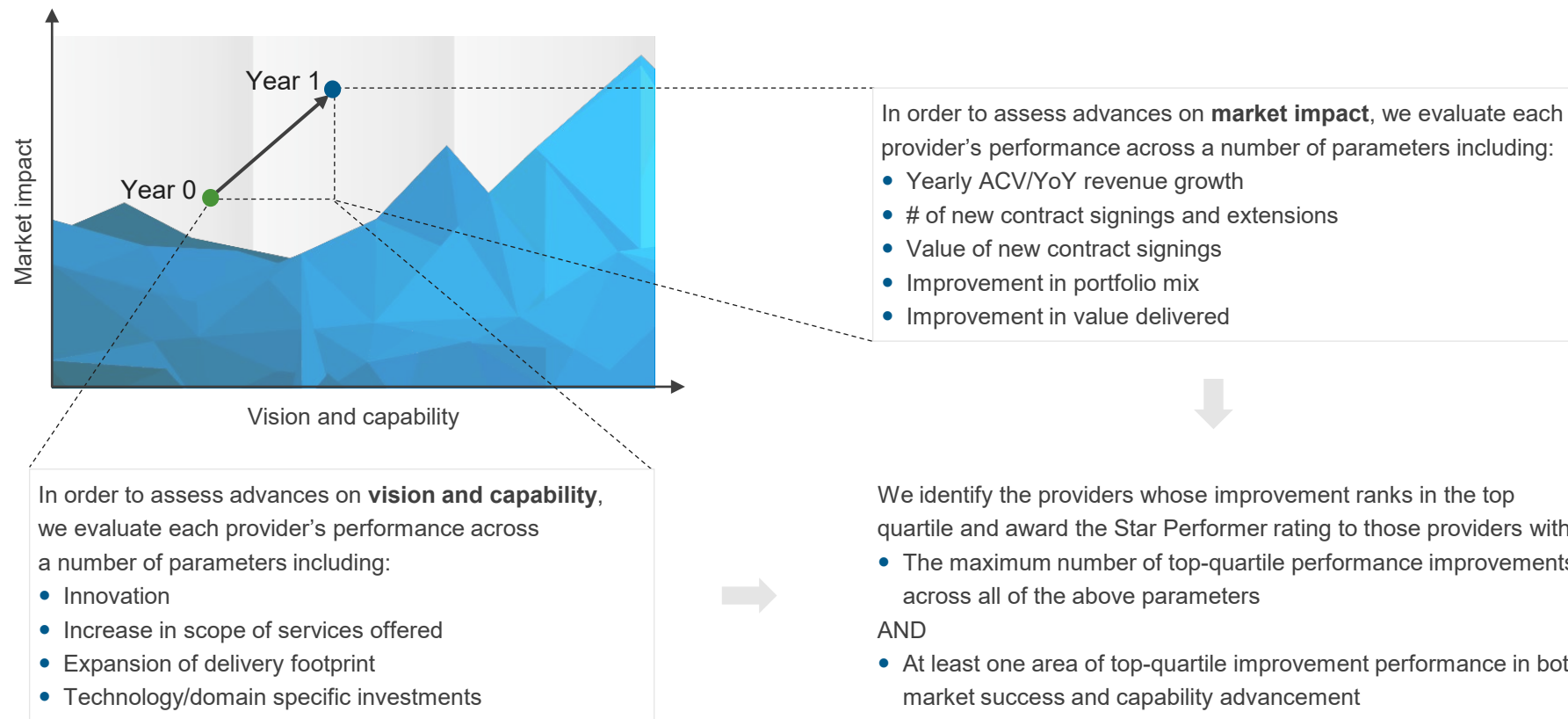
# Services PEAK Matrix® evaluation dimensions



# Everest Group confers the Star Performer title on providers that demonstrate the most improvement over time on the PEAK Matrix®

## Methodology

Everest Group selects Star Performers based on the relative YoY improvement on the PEAK Matrix



The Star Performer title relates to YoY performance for a given provider and does not reflect the overall market leadership position, which is identified as Leader, Major Contender, or Aspirant.

## FAQs

**Q: Does the PEAK Matrix® assessment incorporate any subjective criteria?**

**A:** Everest Group's PEAK Matrix assessment takes an unbiased and fact-based approach that leverages provider / technology vendor RFIs and Everest Group's proprietary databases containing providers' deals and operational capability information. In addition, we validate/fine-tune these results based on our market experience, buyer interaction, and provider/vendor briefings.

**Q: Is being a Major Contender or Aspirant on the PEAK Matrix, an unfavorable outcome?**

**A:** No. The PEAK Matrix highlights and positions only the best-in-class providers / technology vendors in a particular space. There are a number of providers from the broader universe that are assessed and do not make it to the PEAK Matrix at all. Therefore, being represented on the PEAK Matrix is itself a favorable recognition.

**Q: What other aspects of the PEAK Matrix assessment are relevant to buyers and providers other than the PEAK Matrix positioning?**

**A:** A PEAK Matrix positioning is only one aspect of Everest Group's overall assessment. In addition to assigning a Leader, Major Contender, or Aspirant label, Everest Group highlights the distinctive capabilities and unique attributes of all the providers assessed on the PEAK Matrix. The detailed metric-level assessment and associated commentary are helpful for buyers in selecting providers/vendors for their specific requirements. They also help providers/vendors demonstrate their strengths in specific areas.

**Q: What are the incentives for buyers and providers to participate/provide input to PEAK Matrix research?**

**A:** Enterprise participants receive summary of key findings from the PEAK Matrix assessment

For providers

- The RFI process is a vital way to help us keep current on capabilities; it forms the basis for our database – without participation, it is difficult to effectively match capabilities to buyer inquiries
- In addition, it helps the provider/vendor organization gain brand visibility through being included in our research reports

**Q: What is the process for a provider / technology vendor to leverage its PEAK Matrix positioning?**

**A:** Providers/vendors can use their PEAK Matrix positioning or Star Performer rating in multiple ways including:

- Issue a press release declaring positioning; see our citation policies
- Purchase a customized PEAK Matrix profile for circulation with clients, prospects, etc. The package includes the profile as well as quotes from Everest Group analysts, which can be used in PR
- Use PEAK Matrix badges for branding across communications (e-mail signatures, marketing brochures, credential packs, client presentations, etc.)

The provider must obtain the requisite licensing and distribution rights for the above activities through an agreement with Everest Group; please contact your CD or contact us

**Q: Does the PEAK Matrix evaluation criteria change over a period of time?**

**A:** PEAK Matrix assessments are designed to serve enterprises' current and future needs. Given the dynamic nature of the global services market and rampant disruption, the assessment criteria are realigned as and when needed to reflect the current market reality and to serve enterprises' future expectations.

# Stay connected

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