

## Accenture Insurance Customer Insights Solution

A large, stylized blue chevron graphic pointing to the right, serving as a background for the text.

**High performance. Delivered.**

In a new world of digital disruption, one thing remains: the importance of serving customers. But to do that well, organizations need to know more about their customers—and respond to that insight more quickly than ever. Customers connect via many channels and are best engaged through an integrated conversation—with the same high-quality experience and intelligent interaction from every channel.

The solution utilizes Accenture Duck Creek Policy as the core Policy Administration platform which provides the flexible and extensible architecture that enables Pega to integrate its front-end omni-channel, digital and mobile distribution capabilities, through the Duck Creek Anywhere functionality. This allows carriers to easily cross-sell products while providing a seamless customer experience.

Whether you are a carrier already using Pega or thinking about a Duck Creek policy administration implementation, this solution provides a reusable asset that can increase speed to market on future implementations. Using this solution, carriers can start small with automation of specific business processes and easily scale with a componentized architecture supporting additional services, while maintaining a tailored experience for the user.



## Why Accenture?

Accenture brings its deep insurance industry, process and technology experience to bear.

Accenture is a global alliance partner with Pega and recognized implementation leader winning the 2014 Partner of the Year award. For more than 10 years, Accenture has delivered sales, service and platform solutions to financial services companies. With 1900+ Pega skilled professionals, we have more than 100 implementations across 22 industries.

Accenture works with the 10 largest global insurers by revenue on the Global 2000 list, and more than 160 insurers in 25 countries are using Accenture's insurance software solutions.

## For more information, contact:

### **Cindy DeArmond**

Managing Director – Financial Services  
cindy.k.dearmond@accenture.com

### **John Koepke**

Managing Director – Financial Services  
john.a.koepke@accenture.com

### **David Dytko**

Senior Manager – Financial Services  
david.g.dytko@accenture.com

## About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 323,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$30.0 billion for the fiscal year ended Aug. 31, 2014. Its home page is [www.accenture.com](http://www.accenture.com).