

# case study

## Duck Creek Technologies, Inc.

Saba OnDemand Makes Big Splash with Insurance Industry Software Provider Duck Creek Technologies

### Solution Overview

#### Industry — Specialized Insurance Software

#### Challenge

Help Duck Creek manage and expand its Web-based learning curriculum for Duck Creek's employees and customers in the U.S. and Europe, and enhance employee development and retention companywide

#### Benefits

- Improve management of curriculum and track individual course completions
- Deliver an increased amount of cost-effective, Web-based learning
- Support informal learning and collaboration, while keeping a lid on costs
- Implement a streamlined performance evaluation process that more closely aligns individual goals with Duck Creek's objectives

#### Solution

Saba Centra OnDemand  
Saba Learning OnDemand  
Saba Performance OnDemand



Duck Creek Technologies® is a leading provider of software and service solutions for the insurance industry, providing next-generation policy administration, sales automation, product configuration, and rating for the property & casualty and healthcare insurance markets. Through Duck Creek's suite of policy administration products, the company helps insurers reduce the time and cost of developing, Web-enabling, and managing complex tasks such as insurance ratings, underwriting, and policy administration.

Duck Creek is dedicated to enabling customers to develop insurance products and to sell and service those products in their chosen markets with unprecedented speed to market, flexibility, reach, and quality. With Duck Creek's solutions, insurance carriers can profitably handle larger policy volumes by offering issuance-quality rating, underwriting, submission, and processing to all points of sale or service.

*“The Saba solutions have helped us exponentially increase training and collaboration opportunities for our employees and customers. And Saba Performance has greatly enhanced our annual and 90-day employee review process.”*

Steve Hall  
CEO

Duck Creek Technologies, Inc.

To efficiently develop, market, and support its software, Duck Creek needs a well-trained staff with a diverse set of skills. The company established Duck Creek University to ensure that its staff, which is spread across three offices in the U.S. as well as a European subsidiary, would have access to all the tools and skills required to work efficiently and effectively.

In 2006, Duck Creek University began holding e-meetings and facilitating collaboration through Saba Centra OnDemand, a fully hosted virtual meeting solution from Saba. The following year, Duck Creek implemented hosted Saba Learning OnDemand to manage its broad range of learning offerings. Then, in early 2008, the company

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launched Saba Performance OnDemand to streamline employee reviews and add sophistication to the way salary increases and bonuses are calculated.

“The Saba solutions have helped us exponentially increase training and collaboration opportunities for our employees and customers,” said Steve Hall, chief executive officer of Duck Creek Technologies, Inc. “Employees and customers now have immediate access to Web-based training and recorded playbacks of selected modules from our catalog. And Saba Performance has greatly enhanced our annual and 90-day employee review process.”

### **Increasing Training While Reducing Costs**

Duck Creek relies on Saba Learning OnDemand to register employees and customers for a growing catalog of more than 100 face-to-face and Web-based courses, track successful completions and update employee transcripts, provide access to a wide variety of course recordings at the individual’s convenience, and notify employees about upcoming opportunities.

“Saba Learning OnDemand is basically our training hub,” remarked Drucilla Owenby, Duck Creek’s e-learning and curriculum development specialist. “We have closely integrated Saba Learning with Saba Centra, so we can more effectively schedule and manage e-meetings for collaboration and training.”

Saba Centra OnDemand provides Duck Creek the tools needed to conduct virtual meetings that bring together individuals for new employee orientations, weekly status updates, workflow sessions, and other purposes — as well as providing Web-based software training to Duck Creek customers. A palette of tools, from virtual whiteboards and online document review capability, to audience feedback icons such as a smiley face for laughter and clapping hands for applause, enable meetings to be as productive and robust as those held in a single conference room.

“Although we don’t have exact figures, we know that Saba Learning and Saba Centra OnDemand substantially reduce our costs by decreasing travel and increasing productivity that would have been impacted by time out of the office,” Owenby commented.

### **Positive Reviews for Saba Performance**

In lean, fast-moving organizations such as Duck Creek Technologies, time is at a premium. Employee reviews are often exceptionally time-consuming, woefully inadequate, or lamentably, both. In January of 2008, Duck Creek replaced its Word documents and spreadsheets with fully hosted Saba Performance OnDemand to streamline and enrich its employee review process companywide.

Initially, Duck Creek started with self-evaluations based on five to seven core competencies. But soon, the company moved to a Management by Objective (MBO) approach, which helps Duck Creek’s employees better understand what they are supposed to be doing and on what they will be evaluated.

Instead of working toward relatively subjective competencies such as communication, teamwork, and decision-making, employees are given specific, meaningful goals relative to their positions and key tasks. Equally important, if these goals change or become irrelevant during the year, they can be updated or even cancelled in Saba Performance OnDemand so employees’ reviews are based on what they are actually working on.

“This eliminates reviews that consist of, ‘I don’t handle that anymore’ or ‘I haven’t managed that task for six months,’” said Rhonda Stanton, human resources and recruitment specialist in charge of performance management for Duck Creek. “Things change so fast at this company that this was a critical feature. A key feature that is very beneficial is the performance journals that are part of the process, where people maintain progress logs and can even input individual compliments received — these make reviews much more pertinent and rewarding.”

In addition, Saba Performance OnDemand provides Duck Creek’s managers the ability to quickly and easily download employee review documents onto their laptops, open them and input the needed data, and then upload the documents back to the server — whether they are in an airport waiting for a plane, in a hotel room, or at their desks.

“People have quickly adopted the new review process,” Stanton said. “We hire great people at Duck Creek. People work here because they love the company, so they are willing to do what they’re asked to help make work more productive and efficient.”

### Streamlined Implementation Process

Duck Creek began the implementation of Saba Performance OnDemand in early December 2007, and by March 2008, the company was using the solution for performance evaluations companywide. That kind of speed is one advantage of using a fully hosted solution, running on Saba servers at its secure data center.

Next on its agenda, Duck Creek is in the process of dividing its learning content into what it calls “libraries” and correlating these libraries through performance goals and objectives with the tools and skills employees need to do their jobs better. Employees can use these libraries to request needed courses, and managers have the ability to assign face-to-face or Web-based training they feel can help employees do a better job.

From a Saba Performance standpoint, Duck Creek is working to define what various review scores will mean in terms of salary increases, bonuses, or other incentives, in

order to build consistency into reviews. “We have as many different personalities, philosophies, and practices as we do managers,” Stanton explained. “Saba Performance OnDemand allows for that to be accounted for and adjusted as needed.”

“Although we don’t have exact figures, we know that Saba Learning and Saba Centra OnDemand substantially reduce our costs by decreasing travel and increasing productivity that would have been impacted by time out of the office.”

Drucilla Owenby  
eLearning and Curriculum Development Specialist  
Duck Creek Technologies, Inc.

Duck Creek Technologies is also considering adding Saba Talent OnDemand to help manage talent identification, nurturing, and development in the not-too-distant future.

“As we continue to become more comfortable and skillful with the Saba solutions, we’ll make greater use of them in our daily operations,” said Hall. “We’re continuing to discover new ways to use the solutions to improve learning and collaboration, and enhance development and retention. We are very pleased with the results.”