

Re-Engineering Core Claims at Scale

Reshaping Duck Creek Claims around adjuster operations, migrating 800+ live claims, and building a client-owned Snowflake data ecosystem.

OPTIMIZED

Reshaped to adjuster reality

STABILIZED

100% SLAs met · Zero Sev-1s

MIGRATED

800+ claims & Snowflake live

Transformation Impact in Numbers

11+

Strategic Projects

5 delivered; 6+ active across core modules.

150+

User Stories

Co-designed directly with claims adjusters.

800+

Claims Migrated

Final batch complete with financial integrity.

100%

SLAs Achieved

Zero Severity-1 production incidents.

Why Core Claims Implementations Stall

Post-Go-Live Trough

Carriers invest millions adopting modern SaaS claims platforms yet struggle with operational friction after launch.



01 • Configuration in a Vacuum

Workflows built from technical specs ignore real adjuster ergonomics.



02 • Entangled Reporting Data

Running complex financial reconciliations on transactional databases creates bottlenecks.



03 • Symptom-Driven Support

Closing tickets via surface data fixes guarantees recurring monthly defects.

Four Interlocking Operational Challenges

CHALLENGE 01

Configured Without the Business

Assignment, reserves, payments, letters mismatched adjuster workflows.

CHALLENGE 02

Constrained Reporting & Data

Manual data pulls with zero client-owned warehouse foundation.

CHALLENGE 03

Symptom-Focused Ticket Closure

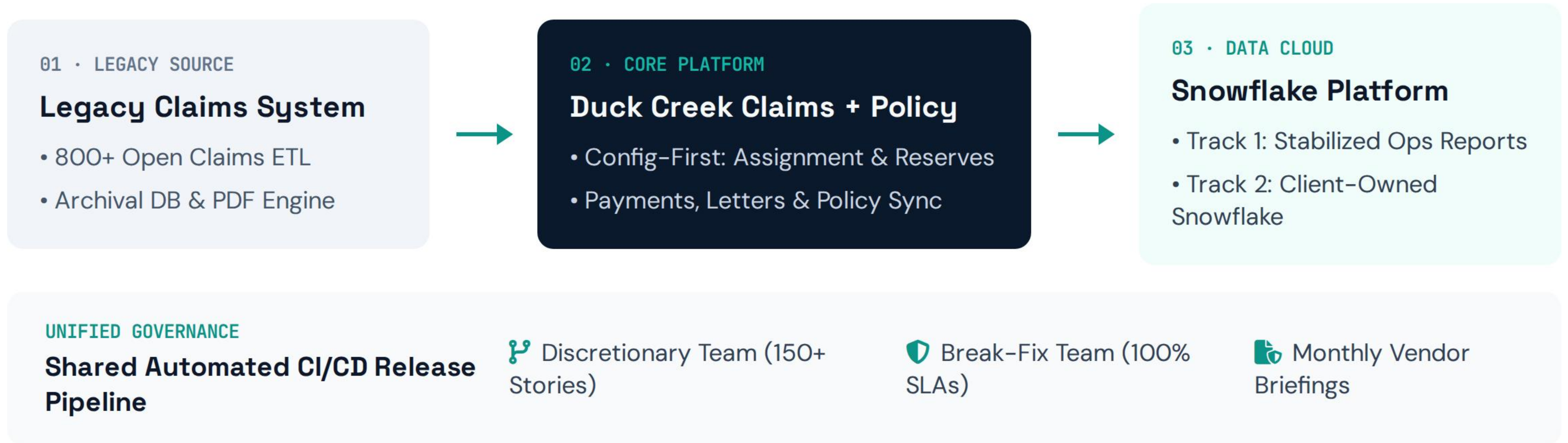
Aged defect backlog returning monthly without root-cause fixes.

CHALLENGE 04

Unmigrated Open Legacy Claims

800+ open legacy claims requiring live financial migration.

End-to-End Claims, Migration & Data Blueprint



Shaped With the Business: Configuration First



Auto-Assignment

Skill and territory routing aligned to adjuster capacity.



Reserves

Native authority limits and automated reserve worksheets.



Payments

Streamlined multi-payee checks and deductible validation.



Letters

Automated regulatory templates with dynamic policy data.

Embedded Policy SMEs resolved cross-module coverage issues without handoff delays. CUSTOM CODE ONLY WHERE IT COUNTS

Reporting Solved in Two Parallel Tracks

TRACK 01 • TODAY

Stabilize Current Reporting

Operational Continuity: Daily claims reports kept running on schedule.

Data Remediation: Historical discrepancies corrected at the source.

Audit Readiness: Automated financial reconciliation and audit support.

TRACK 02 • TOMORROW

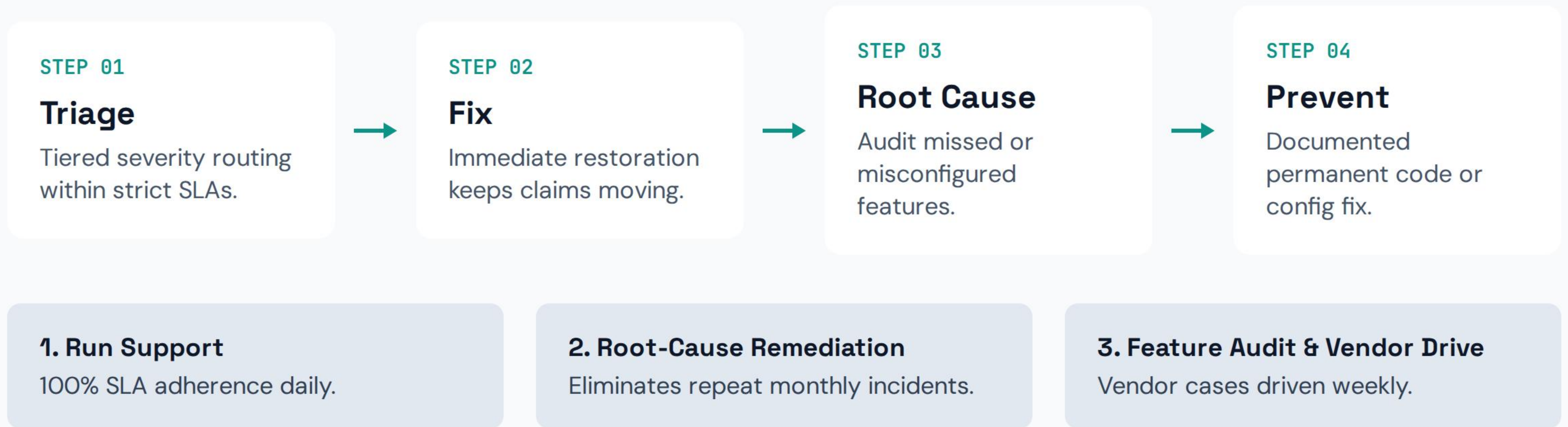
Client-Owned Snowflake Cloud

Full Data Ownership: Decoupled analytical warehouse owned by the carrier.

Proven Incrementally: Validated first on the two most critical claims reports.

Scalable Foundation: Reusable pipelines built for all future BI needs.

Production Support Rebuilt Around Root Cause



Live Migration & Archival Foundation

800+

Open Legacy Claims Migrated

Final batch completed into Duck Creek while live claims operations ran without interruption.

100% Financial Balance Integrity

Paid-to-date totals, open reserves, deductibles, and subrogation histories reconciled across batches.

Archival Phase 1 Delivered

Complete legacy database schema mapping and automated PDF dossier generation for statutory compliance.

Next-Horizon Data & AI Ideas to Explore



Real-Time CDC Streaming

Sub-minute Snowpipe streaming from Duck Creek Event Hub.



Continuous Sub-Ledger Recon

Automated hourly dbt checks verifying claims against GL balances.



Cortex AI Adjuster Co-Pilot

LLM reserve benchmarking and automated PDF demand extraction.

Next-Horizon Platform & Archival Innovations

Domain Area	Phase 1 Delivered	Next-Horizon Opportunity	Strategic Value
Legacy Archival	DB mapping & static PDFs	Iceberg Lakehouse + UI Mashup	Queryable actuarial history in UI
Vendor Upgrades	Monthly release briefings	Synthetic Playwright E2E Suite	Zero-defect Evergreen SaaS updates
Claim Payouts	Reshaped payment rules	Instant Digital Push-to-Debit	Cuts payout cycle by 4 days
Correspondence	Configured Duck Creek letters	Omni-Channel SMS & Portal Hub	40% fewer status inquiries

360VANTAGE LABS · INSURANCE & DATA PRACTICE

Ready to Reshape Your Core Claims & Data Ecosystem?

Combining frontline Claims and Policy domain SMEs with elite Duck
Creek and Snowflake engineering.
