

Duck Creek Services Ecosystem

A research report comparing the strengths and competitive advantages of Duck Creek service providers



Introduction	3	Contacts for this Study	11
About the Study		Advisor Involvement	
Quadrants Research Definition	5	Advisor Involvement - Program Description	12
Quadrants by Region	6		
Schedule	7		
	8		
Client Feedback Nominations	9	Invited Companies	13
Methodology & Team	10	About our Company & Research	14

Duck Creek offers a flexible, cloud-based platform that enables property and casualty (P&C) insurers to quickly adapt to market changes, streamline operations and accelerate innovation. Its ecosystem is anchored around core offerings, including policy, billing, claims, rating and clarity, delivered primarily through the SaaS-based Duck Creek OnDemand (DCOD) platform.

The broader Duck Creek ecosystem comprises technology partners, system integrators (SIs) and managed service providers that help insurers implement, integrate and continuously enhance the platform.

As a partner-led ecosystem, success depends heavily on service providers with strong P&C domain expertise and delivery capabilities across the following areas:

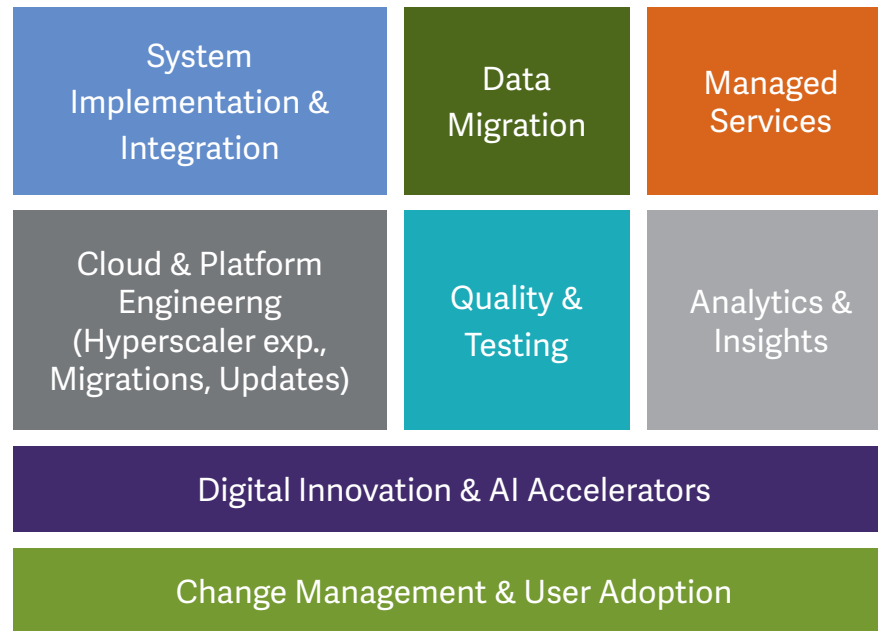
- **Implementation and integration:** SIs configure and integrate Duck Creek modules into insurers' technology environments, aligning workflows, data models and third-party systems.

- **Migration and modernization:** Providers lead migrations from on-premises legacy systems to DCOD, minimizing disruption and ensuring alignment with platform best practices.
- **Testing and quality assurance:** Providers use automated testing frameworks and accelerators to enhance release quality, accelerate regression testing and ensure stability.
- **Change management and user adoption:** SIs support insurers through operational transitions by providing training, redesigning workflows and driving adoption initiatives.
- **Post-implementation support:** Managed service providers offer maintenance, upgrades and DevOps to ensure systems remain optimized and updated.

AI-driven accelerators developed by ecosystem partners increasingly enable automation and efficiency across multiple stages of implementation and modernization.



Figure: Duck Creek Services Ecosystem Blueprint



Key focus areas
of the **Duck
Creek Services
Ecosystem**
Study 2026
include provider
capabilities,
innovation and
best practices.

Simplified Illustration Source: ISG 2025

Duck Creek Services

**The ISG Provider Lens® Duck Creek Services
Ecosystem study offers the following to
business and IT decision makers:**

- Transparency on the strengths and weaknesses of relevant providers.
- A differentiated positioning of providers by segments on their competitive strengths and portfolio attractiveness.
- Focus on the global market, complemented by lessons and nuances from diverse regions.

Our study serves as an important decision-making basis for positioning, key relationships and go-to-market considerations. ISG advisors and enterprise clients also use information from these reports to evaluate their current vendor relationships and potential engagements.



Definition

This quadrant evaluates service providers' expertise in delivering, modernizing and managing Duck Creek implementations across the insurance value chain. It also examines providers' capabilities, spanning system integration, migration, cloud engineering and managed services, along with their approaches to data migration, testing and user adoption.

With Duck Creek's full transition to a cloud-first model, the quadrant highlights providers' proficiency in cloud-native deployment, SaaS management and upgrade readiness. Innovation in AI-based accelerators, automation and analytics and experience in Duck Creek's extended solutions such as for analytics, reinsurance and payments are also assessed. The report further assesses providers' certified resources and global delivery capacity. The quadrant provides insurers with a clear view of provider strengths, differentiators and readiness to support next-generation core modernization.

Eligibility Criteria

To qualify for inclusion in this research, providers must have at least one active client in production utilizing one or more of the following key service areas:

- 1. System integration and consulting services:** Providers should demonstrate experience in integrating Duck Creek systems with other enterprise applications and platforms. They should also offer consulting services for implementation planning, system optimization and best practices to enhance business and technology alignment.
- 2. Duck Creek system implementation:** Providers must have successfully deployed one or more Duck Creek core modules or the full suite, covering system configuration, customization and end-user training to ensure effective adoption and performance.
- 3. Post-implementation managed services:** Providers should deliver ongoing maintenance, support and upgrade services for Duck Creek systems after deployment, ensuring stable operations and continuous improvement.
- 4. Quality assurance and testing:** Providers must have proven capabilities in testing Duck Creek implementations, including test planning, execution, defect resolution and validation, to ensure platform reliability and functionality.



Quadrants by Region

As a part of this ISG Provider Lens® quadrant study, we are introducing the following one quadrant on Duck Creek Services Ecosystem 2026:

Quadrant	Global
Duck Creek Services	✓



The research phase falls in the period between November 2025 and February 2026, during which survey, evaluation, analysis and validation will take place. The results will be presented to the media in March 2026.

Milestones	Beginning	End
Survey Launch	December 1, 2025	
Survey Phase	December 1, 2025	January 12, 2026
Sneak Preview	March 2026	
Press Release & Publication	April 2026	

Please refer to the [ISG Provider Lens® 2026 research](#) agenda to view and download the list of other studies conducted by ISG Provider Lens®.

Access to Online Portal

You can view/download the questionnaire from [here](#) using the credentials you have already created or refer to instructions provided in the invitation email to generate a new password. We look forward to your participation!

Buyers Guide

ISG Software Research, formerly “Ventana Research,” offers market insights by evaluating technology providers and products through its Buyers Guides. The findings are drawn from the research-based analysis of product and customer experience categories, ranking and rating software providers and products to help facilitate informed decision-making and selection processes for technology.

In the course of the Duck Creek Services Ecosystem IPL launch, we want to take advantage of the opportunity to draw your attention to related research and insights that ISG Research will publish in 2026. For more information, refer to the [Buyers Guide research schedule](#).

Research Production Disclaimer:

ISG collects data for the purposes of writing research and creating provider/vendor profiles. The profiles and supporting data are used by ISG advisors to make recommendations and inform their clients of the experience and qualifications of any applicable provider/vendor for outsourcing the work identified by clients. This data is collected as part of the ISG FutureSource™ process and the Candidate Provider Qualification (CPQ) process. ISG may choose to only utilize this collected data pertaining to certain countries or regions for the education and purposes of its advisors and not produce ISG Provider Lens® reports. These decisions will be made based on the level and completeness of the information received directly from providers/vendors and the availability of experienced analysts for those countries or regions. Submitted information may also be used for individual research projects or for briefing notes that will be written by the lead analysts.



ISG Star of Excellence™ – Call for nominations

The Star of Excellence™ is an independent recognition of excellent service delivery based on the concept of “Voice of the Customer.”

The Star of Excellence™ is a program, designed by ISG, to collect client feedback about service providers’ success in demonstrating the highest standards of client service excellence and customer centricity.

The global survey is all about services that are associated with IPL studies. In consequence, all ISG Analysts will be continuously provided with information on the customer experience of all relevant service providers. This information comes on top of existing first-hand advisor feedback that IPL leverages in context of its practitioner-led consulting approach.

Providers are invited to [nominate](#) their clients to participate. Once the nomination has been submitted, ISG sends out a mail confirmation to both sides. It is self-evident that ISG anonymizes all customer data and does not share it with third parties.

It is our vision that the Star of Excellence™ will be recognized as the leading industry recognition for client service excellence and serve as the benchmark for measuring client sentiments.

To ensure your selected clients complete the feedback for your nominated engagement please use the Client nomination section on the Star of Excellence™ [website](#).

We have set up an email where you can direct any questions or provide comments. This email will be checked daily, please allow up to 24 hours for a reply.

Here is the email address:

star@cx.isg-one.com



ISG Star of Excellence



The ISG Provider Lens® 2025 – Duck Creek Services Ecosystem research study analyzes the relevant software vendors/service providers in the Global market, based on a multi-phased research and analysis process, and positions these providers based on the ISG Research methodology.

Study Sponsor:

Aman Manglani

Lead Analyst:

Manav Deep Sachdeva

Research Analyst:

Tanya Varshney

Data Analyst:

Anuj Sharma

Project Manager:

Akshaya Hegde

Information Services Group Inc. is solely responsible for the content of this report. Unless otherwise cited, all content, including illustrations, research, conclusions, assertions and positions contained in this report were developed by, and are the sole property of Information Services Group Inc.

The research and analysis presented in this study will include data from the ISG Provider Lens® program, ongoing ISG Research programs, interviews with ISG advisors, briefings with service providers and analysis of publicly available market information from multiple sources. ISG recognizes the time lapse and possible market developments between research and publishing, in terms of mergers and acquisitions, and acknowledges that those changes will not reflect in the reports for this study.

All revenue references are in U.S. dollars (\$US) unless noted.



Contacts For This Study

Study Sponsor



Aman
Manglani

**Senior Director and
Principal Analyst**



Manav Deep
Sachdeva

Lead Analyst – Global



Tanya
Varshney

Research Analyst



Anuj Sharma
Data Analyst



Akshaya
Hegde
**Global Project
Manager**



ISG Provider Lens® Advisors Involvement Program

ISG Provider Lens offers market assessments incorporating practitioner insights, reflecting regional focus and independent research. ISG ensures advisor involvement in each study to cover the appropriate market details aligned to the respective service lines/technology trends, service provider presence and enterprise context.

In each region, ISG has expert thought leaders and respected advisors who know the provider portfolios and offerings as well as enterprise requirements and market trends. On average, three consultant advisors participate as part of each study's quality and consistency review process.

The consultant advisors ensure each study reflects ISG advisors' experience in the field, which complements the primary and secondary research the analysts conduct. ISG advisors participate in each study as part of the consultant advisors' group and contribute at different levels depending on their availability and expertise.

The consultant advisors:

- Help define and validate quadrants and questionnaires,
- Advise on service provider inclusion, participate in briefing calls,
- Give their perspectives on service provider ratings and review report drafts.



Invited Companies

If your company is listed on this page or you feel your company should be listed, please contact ISG to ensure we have the correct contact person(s) to actively participate in this research.

Accenture

Advanze

Aggne

Capgemini

Coforge

Cognizant

Eviden

EY

HCL

Hexaware

HTC Global Services

IBM

LTIMindtree

Next Level Solutions

NTT Data

PWC

Value Momentum

Xceedance

Yovant



iSG Provider Lens®

The ISG Provider Lens® Quadrant research series is the only service provider evaluation of its kind to combine empirical, data-driven research and market analysis with the real-world experience and observations of ISG's global advisory team. Enterprises will find a wealth of detailed data and market analysis to help guide their selection of appropriate sourcing partners, while ISG advisors use the reports to validate their own market knowledge and make recommendations to ISG's enterprise clients. The research currently covers providers offering their services across multiple geographies globally.

For more information about ISG Provider Lens® research, please visit this [webpage](#).

iSG Research™

ISG Research™ provides subscription research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG Research™ delivers guidance that helps businesses accelerate growth and create more value.

ISG offers research specifically about providers to state and local governments (including counties, cities) as well as higher education institutions. Visit: [Public Sector](#).

For more information about ISG Research™ subscriptions, please email contact@isg-one.com, call +1.203.454.3900, or visit research.isg-one.com.

iSG

ISG (Nasdaq: III) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth.

The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit isg-one.com.





DECEMBER, 2025

BROCHURE: DUCK CREEK SERVICES ECOSYSTEM