



## DUCK CREEK TECHNOLOGIES

Duck Creek Technologies is a leading provider of P&C insurance software and services, and their mission is to shape the future of insurance by providing connected, smart, and nimble solutions to their clients. The company is privately held, headquartered in Boston, and employs over 1,000 people worldwide.

Find out more about Duck Creek Technologies at their website: [www.duckcreek.com](http://www.duckcreek.com)

## CARLSON AND ADAPTIVE INSIGHTS HELP DUCK CREEK TECHNOLOGIES IMPROVE COLLABORATION BETWEEN FP&A TEAM AND KEY COMPANY STAKEHOLDERS



### CHALLENGE

At Duck Creek Technologies, the entire planning process and monthly reporting were done manually with Excel spreadsheets prior to implementing Adaptive Insights. The FP&A team had dozens of Excel spreadsheets that were linked and difficult to share. They noticed that working with big linked Excel sheets creates more possibilities for errors. For example, links and formulas broke, and as a result, the spreadsheets were unable to operate properly.

Duck Creek Technologies was manually planning compensation costs for over 1,000 employees. Since they have headcount in five different countries, all with different assumptions (FX rates, benefits, bonus rates, etc.), and many changes in personnel (such as change of cost center, position, salary, leavers, and new hires), it was quite complex to track everything in detail using Excel.

In addition, they were planning revenue by revenue type and customer, based on existing contracts and new deals. Keeping that forecast up-to-date at this level in Excel was time-consuming and prone to error.

It was also difficult to parse out the planning data to share with business owners. Version control was a continual problem. Their monthly variance analysis review process and management reporting was also very manual and difficult to maintain.

Therefore, they needed a faster, more automated way to compare their actuals to the budget and forecast.

### Maryanne Petry, Vice President of Finance

“One of the key benefits of implementing Adaptive with Carlson was that the team taught us how to use the system throughout the process. They always find opportunities to show us how to do things efficiently and provide options for achieving the same desirable outcomes. With a fast implementation turnaround, the experience has been wonderful.” -Duck Creek Technologies

“We very pleased with the way the Carlson team made our Adaptive implementation happen. The Carlson team is highly organized and kept this engagement on track. Communication between our team and the Carlson team has been great, and it really was a collaborative project.” -Duck Creek Technologies



**Carlson** Management Consulting

## CARLSON MANAGEMENT CONSULTING

Carlson Management Consulting (Carlson) is an award-winning Cloud financial solutions and services firm, serving a growing list of customers nationwide and internationally. We deliver best in class Cloud solutions for Corporate Performance Management (CPM), Enterprise Resource Planning (ERP), Timesheet and Expense Reporting, Tax Automation and Systems Integration as well as value-added consulting and outsourced services to organizations of all sizes and industries. Carlson has ranked 3 years in a row on the Inc. 5000 list of the fastest growing private companies in the US.

6 TIME TOP PARTNER  
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Adaptive  
Insights



award-winning  
**FINANCIAL SOLUTIONS**

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## THE DECISION

Duck Creek Technologies looked at several solutions and chose Adaptive for the following reasons:

- Adaptive is able to handle the complexities of their business
- User-friendly and has strong reporting capabilities via OfficeConnect
- Low maintenance versus other tools that require 0.5 FTE to maintain
- It's easy and intuitive to navigate and work in Adaptive
- The system involves short implementation and training time
- It's more affordable than alternative solutions

### Implementation Partner:

The Adaptive Insights sales team recommended Carlson Management Consulting to Duck Creek Technologies. Throughout the sales process, they had several detailed conversations with Ethan Carlson prior to making a final decision. Ethan introduced them to the Carlson team, who really helped them throughout implementation and beyond.



## THE RESULTS

The results Duck Creek Technologies has experienced after implementing Adaptive Insights include reduced turnaround time—from days to minutes—when incorporating budget changes. They have also cut time from days to minutes when performing updates to the monthly reporting package. In addition, the time it takes them to conduct variance analysis now only takes them hours, rather than days, to complete.

Some additional benefits they have experienced include greater alignment between the FP&A team and other stakeholders. Specifically, there is improved collaboration and stakeholder involvement throughout the budgeting process. Because of this collaboration, they are able to respond faster to management requests for ad-hoc information and analysis.

They have also experienced significantly more accurate and consistent financial reporting. The improved accuracy of actuals, as well as the ease and speed of monthly variance analysis, has enabled them to provide better feedback to the accounting team for accruals and more.

Adaptive also allows them to make planning assumption changes daily instead of making all the changes during the forecast window. Its robust reporting tool makes it easy to report and track changes between plan versions. The system also contains detailed planning assumptions, which anyone on the planning team can access.

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