

# Duck Creek Services Ecosystem

A research report comparing strengths,  
competitive advantages and improvement areas  
of Duck Creek partners



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### **Transitioning to Duck Creek requires the right partner, strategic planning and expert execution**

The insurance industry is undergoing transformation, with organizations increasingly replacing legacy systems with modern core platforms such as Duck Creek to stay competitive and meet evolving market demands. The shift from on-premises legacy systems to cloud-native solutions is necessary for insurers to enhance operational agility, improve CX and leverage emerging technologies. This report provides a comprehensive overview of the critical factors insurers need to consider when selecting Duck Creek service providers and the challenges involved in implementing and managing the platform effectively.

### **The need for modernization in insurance systems**

Insurance companies are facing growing

pressure to move away from legacy systems that hinder their ability to scale, innovate and maintain a competitive advantage. Legacy systems often represent high maintenance costs, are not flexible and lack the integration capabilities necessary for evolving customer expectations. Modern core platforms such as Duck Creek offer the agility, scalability and digital capabilities needed to remain competitive in the dynamic insurance industry. These platforms assist insurers with streamlining operations, enhancing data-driven decision-making and offering personalized services to meet market demands.

Duck Creek is increasingly promoting the adoption of cloud-native or SaaS versions of its platform among existing and potential clients. For insurers wanting to modernize their technology stacks, this approach is creating both challenges and opportunities.

### **Challenges of migration and implementation**

Insurers currently dependent on legacy systems find it a challenge transitioning to new core platforms as they must migrate policy- and claims-related data from their existing core

Providers with **end-to-end services, including digital and analytics, will lead the market.**



systems. In many cases, insurers use multiple core systems and complicated application architectures due to decades of continuous customizations. The absence of the right documentation pertaining to these adaptations and business rules adds another layer of difficulty in migration. Therefore, migrating to a new core platform involves both rationalizing applications and the reverse-engineering of existing systems to understand the changes that had been made over time.

For insurers, transitioning from legacy systems to a SaaS-based core platform such as Duck Creek represents several challenges. Some of these include:

- **Technical debt:** Customized legacy systems can represent significant barriers to a smooth migration. Insurers need to address this technical debt and ensure that the new platform can integrate effectively with existing systems, data sources and workflows.
- **Complexity of cloud migration:** Migrating to a new platform requires planning, managing data integrity and ensuring seamless

integration with third-party systems. Insurers must ensure that their migration strategy minimizes disruption and downtime during the transition to the cloud.

- **Customization needs:** While platforms, including Duck Creek, are flexible, configurable solutions, many insurers require customization in terms of workflows and features to meet specific operational requirements. Incorporating customization and standardization into the migration process is essential, but at the same time insurers need to avoid creating complex systems that might have an adverse impact on the platform's scalability.

### Impediments impacting implementation

Despite the compelling reasons for insurers to seek migration to modern platforms, many core system implementations do not achieve the desired results due to a variety of factors. Some of these factors are:

- **Lack of strategic planning:** Scope creep, delays and misaligned objectives are some of the casualties for an insurer if they do not plan well and have an understanding of business goals.

- **Inexperienced systems integrators:** The role of a systems integrator (SI) is crucial in ensuring the successful deployment of a platform. An SI with insufficient expertise or understanding of an insurer's business requirements can cause errors and ineffective system configurations. Such shortcomings can even lead to an insurer missing out on opportunities.

- **Ineffective change management:**

Adapting to a new core platform often requires significant changes in business processes, workflows and employee roles. In the absence of effective change management strategies, insurers can face resistance from employees, leading to delays and inefficiencies.

- **Unrealistic expectations and misalignment:**

Unrealistic timelines, budget overruns and lack of stakeholder alignment can lead to

the derailment of the initiative. Insurers need to manage expectations throughout the implementation process to ensure a successful transition.

### Key considerations in provider selection

The success of a Duck Creek implementation largely depends on choosing the right service partner. Insurers should evaluate potential service providers on the following criteria:

- **Expertise in the Duck Creek core platform:** A provider must have deep technical knowledge of Duck Creek, including experience in core system modules such as underwriting, policy administration, claims management and billing. It should also have expertise in integrating Duck Creek with other systems, ensuring a seamless transition from legacy platforms. A service provider with comprehensive platform knowledge would be able to reduce errors and minimize implementation risks.

- **Proven track record and industry experience:**

Insurers need to choose a service provider with a strong history of successful Duck Creek implementations.



The provider's track record should enable insurers to gauge its ability to handle risks, meet timelines and navigate the complexities of implementation. Industry-specific experience would ensure a provider understands unique challenges and adapts the platform to meet insurer needs accordingly.

- Cloud migration and integration expertise:**

Insurers need a service provider that has proven expertise in cloud migrations with Duck Creek OnDemand (DCOD) finding increasing popularity. The provider should have the expertise to prepare organizations for a shift to this model by ensuring data integrity and addressing integration challenges with third-party and legacy systems. It needs to have expertise in cloud migration to ensure careful planning and execution and prevent system disruptions.

- Post-implementation support and maintenance capabilities:**

A successful implementation is just the beginning — a strong provider should offer ongoing support services, ensuring the platform operates smoothly after deployment. The services

include troubleshooting, system updates and continuous process improvement. Reliable, accessible support minimizes downtime and helps insurers maintain operational efficiency.

- Delivery accelerators and service efficiency:**

To minimize the time and cost of implementation, insurers must seek providers that offer delivery accelerators such as preconfigured templates, reusable components and automation tools. These tools help streamline the software development lifecycle (SDLC), providing momentum to deployment while ensuring platform optimization to meet business needs.

- Expertise in emerging technologies:**

In the fast-evolving insurance industry, insurers need to choose providers that have been able to stay ahead of technological advances. A forward-thinking service partner should be capable of integrating emerging technologies such as AI, ML, IoT and automation into the Duck Creek platform. These technologies can enhance various

areas of an insurers' business, including underwriting, claims processing, fraud detection and CX.

- Strong global and regional presence:**

As the Duck Creek platform continues to find acceptance globally, insurers need a service partner with both global and regional expertise. A partner with local experience can navigate regional regulatory requirements and ensure implementations align with local market conditions. At the same time, a global experience allows a service partner to bring best practices from other markets into the implementation process.

### **Building a foundation for long-term success of Duck Creek implementations**

Migrating to a modern core platform such as Duck Creek is essential for insurers looking to innovate and remain competitive in an increasingly digital world. However, the success of this transition, from a legacy system to the Duck Creek platform, hinges on choosing the right service partner. A well-qualified provider with expertise in Duck Creek, cloud migration

and emerging technologies, along with the capability to provide post-implementation support, will play a pivotal role in ensuring a smooth transition and the long-term success of the platform.

A careful evaluation of potential partners — based on their experience, technical capabilities and industry knowledge — will enable insurers to navigate the complexities of Duck Creek implementations, minimize the risk of failure and position themselves for sustained success in a dynamic insurance landscape. With the right partner, insurers can unlock the full potential of Duck Creek's cloud-native platform, streamline operations and enhance customer satisfaction while maintaining a competitive edge in the market.



Migrating to the Duck Creek platform ensures enhanced agility and scalability and improved CX for insurers. However, shifting from legacy systems is a challenge, requiring service partners with experience in data migration, cloud integration, system configuration and post-implementation support. The right partner uses proven frameworks and project management practices, ensuring a smooth transition and unlocking long-term success for an insurer.





Duck Creek Services	
Accenture	Leader
Capgemini	Leader
Coforge	Leader
Cognizant	Leader
Eviden (Atos Group)	Contender
EY	Leader
HCLTech	Contender
Hexaware	Product Challenger
HTC Global Services	Contender
LTIMindtree	Leader





## Duck Creek Services

ValueMomentum	Contender
Wipro	Product Challenger
Xceedance	Rising Star ★
Yovant	Product Challenger



# Key focus areas for the Duck Creek Services Ecosystem study

Simplified Illustration Source: ISG 2025

## Duck Creek Services

### Definition

Duck Creek offers a flexible, cloud platform for property and casualty (P&C) insurers, focusing on modularity and rapid deployment. Its software is designed to adapt quickly to market changes, enabling insurers to efficiently manage policy administration, billing, claims, and digital innovation.

The Duck Creek Services Ecosystem encompasses the entire lifecycle of the core system, from implementation and customization to daily operations and continuous improvement. Insurers typically look for the following services from their partners:

- **Domain Expertise:** Access to certified experts who understand the insurance landscape and compliance requirements.
- **Rapid Implementation:** Streamlined deployment processes designed to reduce time-to-market and enhance agility in adopting new capabilities.
- **Data Migration:** Advanced ETL tools that prioritize data accuracy and integrity during the migration to cloud-native systems.
- **System Configuration:** A modular setup that allows insurers to customize Duck Creek components and easily integrate with other systems via modern API protocols.
- **Training and User Adoption:** Comprehensive training programs tailored to different user roles, fostering quick adoption and effective use of the system.
- **Project Management:** Utilizing agile methodologies to ensure projects remain on track, supported by analytics and real-time reporting.
- **Post-Implementation Support:** Robust support services that include regular updates, performance tuning, and ongoing enhancements tailored to user feedback.
- **Digital Innovation:** Focus on building user-friendly interfaces, leveraging low-code development tools, and integrating advanced analytics to drive operational efficiency.



### Scope of the Report

This ISG Provider Lens™ quadrant report covers the following one quadrant for services/solutions: Duck Creek Services.

This ISG Provider Lens™ study offers IT decision-makers:

- Transparency on the strengths and weaknesses of relevant providers
- A differentiated positioning of providers by segments (quadrants)
- Focus on the regional market

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

### Provider Classifications

The provider position reflects the suitability of providers for a defined market segment (quadrant). Without further additions, the position always applies to all company sizes classes and industries. In case the service requirements from enterprise customers differ and the spectrum of providers operating in the local market is sufficiently wide, a further differentiation of the providers by performance is made according to the target group for products and services. In doing so, ISG either considers the industry requirements or the number of employees, as well as the corporate structures of customers and positions providers according to their focus area. As a result, ISG differentiates them, if necessary, into two client target groups that are defined as follows:

- **Midmarket:** Companies with 100 to 4,999 employees or revenues between \$20 million and \$999 million with central headquarters in the respective country, usually privately owned.

- **Large Accounts:** Multinational companies with more than 5,000 employees or revenue above \$1 billion, with activities worldwide and globally distributed decision-making structures.

The ISG Provider Lens™ quadrants are created using an evaluation matrix containing four segments (Leader, Product & Market Challenger and Contender), and the providers are positioned accordingly. Each ISG Provider Lens™ quadrant may include a service provider(s) which ISG believes has strong potential to move into the Leader quadrant. This type of provider can be classified as a Rising Star.

- **Number of providers in each quadrant:** ISG rates and positions the most relevant providers according to the scope of the report for each quadrant and limits the maximum of providers per quadrant to 25 (exceptions are possible).



**Provider Classifications: Quadrant Key**

**Product Challengers** offer a product and service portfolio that reflect excellent service and technology stacks. These providers and vendors deliver an unmatched broad and deep range of capabilities. They show evidence of investing to enhance their market presence and competitive strengths.

**Leaders** have a comprehensive product and service offering, a strong market presence and established competitive position. The product portfolios and competitive strategies of Leaders are strongly positioned to win business in the markets covered by the study. The Leaders also represent innovative strength and competitive stability.

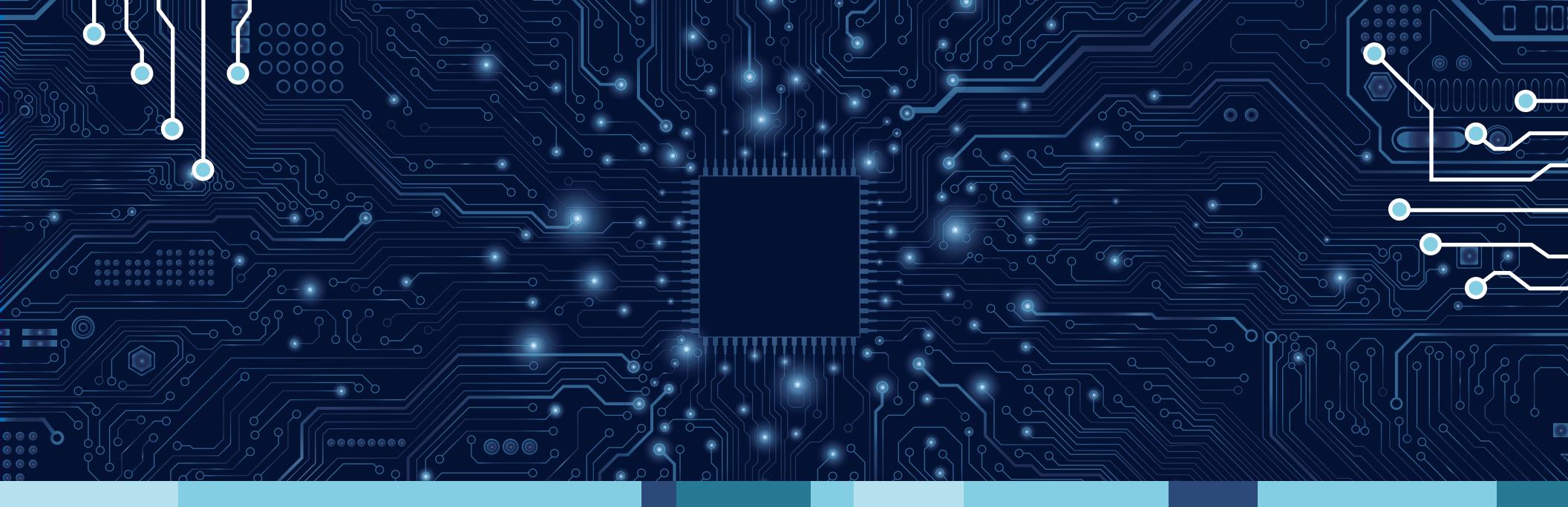
**Contenders** offer services and products meeting the evaluation criteria that qualifies them to be included in the IPL quadrant. These promising service providers or vendors show evidence of rapidly investing in products/services and a follow sensible market approach with a goal of becoming a Product or Market Challenger within 12 to 18 months.

**Market Challengers** have a strong presence in the market and offer a significant edge over other vendors and providers based on competitive strength. Often, Market Challengers are the established and well-known vendors in the regions or vertical markets covered in the study.

★ **Rising Stars** have promising portfolios or the market experience to become a Leader, including the required roadmap and adequate focus on key market trends and customer requirements. Rising Stars also have excellent management and understanding of the local market in the studied region. These vendors and service providers give evidence of significant progress toward their goals in the last 12 months. ISG expects Rising Stars to reach the Leader quadrant within the next 12 to 24 months if they continue their delivery of above-average market impact and strength of innovation.

**Not in** means the service provider or vendor was not included in this quadrant. Among the possible reasons for this designation: ISG could not obtain enough information to position the company; the company does not provide the relevant service or solution as defined for each quadrant of a study; or the company did not meet the eligibility criteria for the study quadrant. Omission from the quadrant does not imply that the service provider or vendor does not offer or plan to offer this service or solution.





Duck Creek Services

## Who Should Read This

This report is valuable for service providers offering **Duck Creek Services** globally to understand their market position and for enterprises looking to evaluate these providers.

The study highlights the unique approaches, frameworks and solutions that providers have developed to ensure timely and cost-effective delivery of projects with varying complexities.

The market positioning of relevant providers is based on an exhaustive analysis of their offerings and experience across core modules, business lines and geographies.

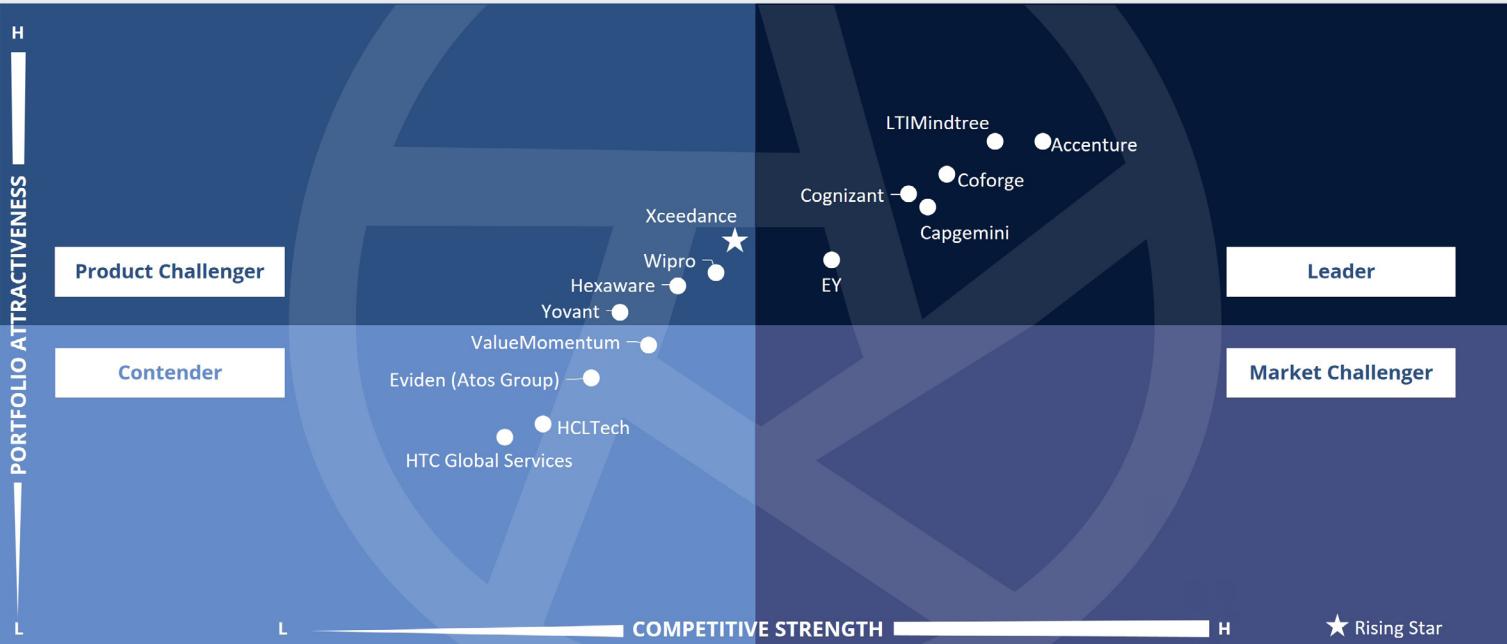
**Technology professionals** should read this report to assess P&C insurance providers' offerings, capabilities, market presence and latest technologies to serve enterprise needs.

**Digital professionals** should read this report to understand providers' technologies and services that facilitate the digital transformation of legacy processes, improving CX and delivering value to stakeholders.

**Business professionals** should read this report to understand providers' capabilities to build and manage complex business processes while reducing cost, enhancing CX and improving process efficiency.

**Operations professionals** should read this report to understand providers' relative positioning and identify the right partners for maximizing ROI and enhancing business performance.





This quadrant evaluates providers offering Duck Creek platform services with a focus on their **portfolios, proven success** in managing complex projects, **experience** across lines of business (LOBs) and ability to **support** insurers of various sizes.

Manav Deep Sachdeva



### Definition

In this quadrant, ISG assesses the expertise and experience of Duck Creek core system service providers in managing projects of varying complexities. ISG evaluates their capabilities, ranging from greenfield implementations to migration from existing core systems to Duck Creek's modular cloud platform while staying on budget and schedule.

Providers should detail their go-to-market strategies, engagement and pricing models, target regions and client sizes. In addition to the core services listed in the eligibility criteria, they must outline their unique approaches to data migration, system customization, digital innovation, and employee and client training programs.

With Duck Creek's complete transition to cloud-based solutions, the report emphasizes providers' cloud engineering capabilities, covering streamlined migrations from on-premises systems, implementation of cloud-native versions and thorough testing for seamless updates. It also focuses on managed services for existing SaaS clients.

### Eligibility Criteria:

- 1. System integration and consulting services:** The participant must have experience integrating Duck Creek systems with other software applications or platforms. It should also provide consulting services related to Duck Creek implementation, optimization and best practices.
- 2. Duck Creek system(s) implementation:** The provider must have successfully implemented one or more Duck Creek core modules or an entire suite, which involves deploying the system, configuring and training users.
- 3. Post-implementation managed services:** The provider must offer ongoing maintenance, support and upgrades for Duck Creek systems after implementation to ensure effective functioning.
- 4. Quality check and testing:** The provider must have experience in quality assurance and testing for Duck Creek implementations, including developing test plans, testing, and identifying and resolving defects.



### Observations

As Duck Creek's solutions evolve, service providers are expanding their offerings to deliver end-to-end support, covering everything from consulting to post-production services. Their services encompass core modules, digital portals, data analytics, and reinsurance and payments solutions, ensuring insurers receive comprehensive support throughout the lifecycle of their Duck Creek implementations.

Historically, providers focused on extensive customizations, especially for large, multiline insurers. With Duck Creek's increasing focus on the SaaS model, the goal now is to emphasize on its out-of-the-box (OOTB) capabilities. This shift in focus has led to many providers adopting a factory approach for cloud migration, simplifying the transition of on-premises systems to the DCOD model. This platform model efficiently addresses common challenges such as technical debt, data migration and continuous testing.

Emerging technologies such as automation and AI are also being increasingly integrated into provider offerings. They enable the development of reusable tools and accelerators

that speed up project delivery, providing clients with quick time to value. However, the maturity and effectiveness of these technologies vary among providers, which serves as a key differentiator in the market.

A few providers have developed point solutions to address specific business challenges. To further strengthen their solutions and services, they have also established strategic technology partnerships, engaged in acquisitions or formed regional partnerships to enhance their expertise and local presence.

From the 41 companies assessed for this study, 14 qualified for this quadrant, with six being Leaders and one Rising Star.

### accenture

**Accenture** offers end-to-end support for the complete Duck Creek Suite and other integrated technologies. To date, it has successfully completed over 60 complex Duck Creek implementations and provides services encompassing digital portals, testing and data migration.

### Capgemini

**Capgemini's** specialized tools, accelerators and best practices help insurers quickly transition from legacy systems to Duck Creek products, where the focus is on preserving data and existing guidelines, while ensuring a seamless CX throughout the process.

### coforge

**Coforge** offers solutions covering product blueprinting, implementation, engineering, strategic consulting and data analytics. Its cloud migration services help clients move legacy on-premises IT infrastructure, apps and data to private, public or hybrid clouds with minimal disruption.

### cognizant

**Cognizant's** Duck Creek practice provides end-to-end business transformation and platform modernization services, supported by experts from Cognizant's specialized CoEs in cybersecurity, training academy and cloud technologies.

### EY

**EY** has a proven track record in leading complex technology-driven transformations. It is recognized as a leader in the insurance domain, with expertise in configuring both templated and customized proprietary products across the property and casualty (P&C) insurance line.

### LTIMindtree

**LTIMindtree** provides end-to-end services, including consulting, implementation, upgrades, migration, enhancements, testing and maintenance, for both on-premises and SaaS versions of Duck Creek. It has executed complex projects across personal, commercial and specialty lines.

### Xceedance

**Xceedance** has extensive knowledge of Duck Creek products, which enables it to support end-to-end implementations across P&C insurance line. With expertise in both business and functional areas, it ensures seamless integration of the Duck Creek Suite with clients' systems and workflows.





Leader

"LTIMindtree's comprehensive toolkit, built on its Enterprise AI Platform and featuring over 50 Duck Creek accelerators and AI/Gen-AI capabilities, accelerates high-quality implementations, helping clients achieve their goals through core modernization."

*Manav Deep Sachdeva*

# LTIMindtree

## Overview

LTIMindtree is headquartered in Mumbai, India. It has more than 84,000 employees across over 30 countries. In FY24, the company generated \$4.3 billion in revenue. It supports more than 30 customers with over 1,200 resources, wherein it manages end-to-end Duck Creek engagements, offering services ranging from blueprinting (such as discovery and fit-gap analysis) to production rollout, with an emphasis on program management, governance and change management. Its robust ecosystem of data platforms and insurtech providers has led over 30 prebuilt integrations, enabling rapid innovation and quick insights. It serves clients across North America, Europe and APAC.

## Strengths

**Proven DCOD expertise:** LTIMindtree has extensive experience in DCOD implementations and migrations, with over 10 active engagements globally. It manages multiple platform upgrades and support. Its key accelerators include the Product Analyzer for extracting configurations, Config Co-Pilot for configuration automation and Leapfrog toolkit for migrating from on-premises to DCOD and upgrading to Active Delivery.

**Comprehensive QA offering:** LTIMindtree enhances test efficiency with custom-built tools to manage complex projects effectively — its IPAT platform automates insurance product testing, supporting integration validations and document checks; the AHT framework enables headless transaction

processing and regression testing with preconfigured APIs; qAICore automates test case and data generation; and AssureVault offers a repository with over 7,000 test cases, reducing test design efforts by 30 percent.

**Integration of GenAI offerings:** LTIMindtree integrates GenAI across project management with a strong suite of solutions. Its investment in SLM (Small Language Model) for Duck Creek boosts efficiency for developers & business. LTIMindtree developed Euclid, an AI & GenAI platform automating the insurance value chain. Key solutions include Smart Underwriting, Touchless Claims, Advisor Copilot, Leapfrog, and QAutomate.

## Caution

Although LTIMindtree has the capabilities and capacity, it currently has limited managed services or data migration projects outside of North America. Potential clients in other regions should assess the company's expertise in relation to their specific service needs and business areas.



# Appendix

## Methodology & Team

The ISG Provider Lens 2025 – Duck Creek Services Ecosystem 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:**

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The research and analysis presented in this report includes research 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. The data collected for this report represent information that ISG believes to be current as of 19th February, 2025 for providers that actively participated and for providers that did not. ISG recognizes that many mergers and acquisitions may have occurred since then, but this report does not reflect these changes.

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

The study was conducted in the following steps:

1. Definition of Duck Creek Services market
2. Use of questionnaire-based surveys of service providers/vendors across all trend topics
3. Interactive discussions with service providers/vendors on capabilities and use cases
4. Leverage ISG's internal databases and advisor knowledge and experience (wherever applicable)
5. Detailed analysis and evaluation of services and service documentation based on the facts and figures received from providers and other sources.

6. Use of the following main evaluation criteria:

- \* Strategy and vision
- \* Innovation
- \* Brand awareness and presence in the market
- \* Sales and partner landscape
- \* Breadth and depth of portfolio of services offered
- \* Technology advancements





*Lead Author*

**Manav deep Sachdeva**  
**Senior Manager and Principal Analyst**

Manav Deep Sachdeva is a Senior Manager and Principal Analyst within ISG's Provider Lens™ Research team with 14 years of experience in research and consulting. As a former Gartner analyst, Manav has advised numerous CXOs worldwide on their technology strategies, vendor selections and innovation roadmaps.

He has authored thought-provoking research notes on subjects encompassing the modernization of legacy technology, data analytics, AI and automation.

In his previous role at an end-user organization, Manav served as an in-house consultant for IT and business leaders, and led the innovation and digital sales divisions.



*Research Analyst*

**Sonam Chawla**  
**Lead Analyst**

Sonam Chawla is a lead analyst at ISG, specializing in co-authoring and supporting Provider Lens™ studies on the Microsoft, Google, and Oracle ecosystems. With around seven years of experience in the market research industry, she has developed strong expertise in insight generation, market analysis secondary research, report writing, blog creation, and company analysis. Her key areas of interest include hyperscalers, infrastructure technology, digital workplaces, and enterprise collaboration. In her current role, Sonam also contributes to the research process by authoring Focal Points, Enterprise Context and Global Summary reports, providing valuable insights into regional and global market trends.

Additionally, she manages custom engagement requests from providers and advisors. Before taking on this role, Sonam worked as a research analyst, where she was responsible for developing syndicated research reports and providing consulting services for various research projects.





*Study sponsor*

**Aman Munglani**  
**Study sponsor**

A recognized thought leader and industry advisor with over 23 years of experience in emerging technologies, Emerging vendors and infrastructure, Aman Munglani has spent much of his professional life advising the C-suite of Global 2000 companies on digital strategies, start-up engagement, innovation, technology roadmaps and vendor management. Prior to ISG, Aman spent twelve plus years at Gartner guiding

CIOs and IT managers across Asia Pacific and Europe on emerging technologies, their use cases and maturity, infrastructure trends and technologies, vendor comparisons, and RFP reviews. He also advised many global and Asia-Pacific vendor organizations on their go to market, product and pricing strategies and applicable competitive scenarios.



*IPL Product Owner*

**Jan Erik Aase**  
**Partner and Global Head – ISG Provider Lens/ISG Research**

Mr. Aase brings extensive experience in the implementation and research of service integration and management of both IT and business processes. With over 35 years of experience, he is highly skilled at analyzing vendor governance trends and methodologies, identifying inefficiencies in current processes, and advising the industry.

Jan Erik has experience on all four sides of the sourcing and vendor governance lifecycle - as a client, an industry analyst, a service provider and an advisor. Now as a partner and global head of ISG Provider Lens™, he is very well positioned to assess and report on the state of the industry and make recommendations for both enterprises and service provider clients.



## 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](#).

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## ISG

ISG (Nasdaq: [ISG](#)) 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.



**MARCH, 2025**

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**REPORT: DUCK CREEK SERVICES ECOSYSTEM**