

Duck Creek Services Ecosystem

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

Customized report courtesy of:



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Duck Creek's transformation requires partners strong in SaaS, AI and lifecycle delivery

Operational agility, rising competitive pressure, high customer expectations and regulatory complexity are forcing insurers to move away from fragmented legacy systems toward modern, cloud-native core platforms, such as Duck Creek. As insurers quickly adopt the platform, the Duck Creek services market has entered a pivotal phase of maturity. ISG observes that buyer expectations have shifted decisively from project-based implementations toward holistic, outcome-oriented modernization that spans build-to-run, embraces SaaS operating models and demonstrates value through measurable post-go-live improvements. At the same time, the platform's shift to cloud-native, SaaS delivery (Duck Creek OnDemand) has redefined success criteria for service partners, expanding the selection lens from configuration skills to evergreen readiness, automation depth and

integration reliability across an increasingly open ecosystem of insurtech firms.

For P&C insurance CIOs, their Duck Creek services partner plays a central role in executing large-scale modernization initiatives. Transitioning from legacy core systems to a modern SaaS platform requires deep domain expertise, sophisticated migration strategies, robust integration capabilities and strong change management practices. Consequently, the choice of service partner has now become one of the most critical determinants of program success. Providers are expanding their offerings beyond traditional system integration to deliver end-to-end services spanning consulting, implementation, integration, testing, upgrades and managed services.

ISG research shows that the following attributes are common among several providers, although maturity in managing complexity and experience across diverse client bases varies:

- **End-to-end capabilities are table stakes:**
Most leading providers support the full Duck Creek lifecycle, from early-stage advisory and implementation to integration,

Duck Creek success
demands partners
with **SaaS**
expertise, AI
capability and **run-**
state maturity.



testing, upgrades and managed services. They cover the complete suite of core modules, including policy administration, billing and claims, and associated digital portals and analytics.

- **SaaS and migration capabilities have matured:** Duck Creek's strategic shift to SaaS and Duck Creek OnDemand (DCOD), and its evolution toward an Active Delivery model to stay evergreen, is prompting insurers to transition from on-premises deployments to the cloud and to upgrade to the latest DCOD version before adopting Active Delivery. As a result, migration expertise has become a core capability for service providers. Several providers have developed migration playbooks and readiness assessment frameworks to make deployments more predictable. Leading providers show greater maturity in migration baselining, rollback planning, data validation and operational continuity during frequent platform upgrades. Their ability to manage frequent platform releases

while maintaining production stability is a key differentiator as Duck Creek continues to evolve its SaaS offering.

- **Accelerators require production proof:** Most providers promote libraries of templates, frameworks and automation assets for discovery, configuration, integration and testing. Insurers are increasingly scrutinizing whether these accelerators deliver measurable value in real-world deployments. Therefore, demonstrable case studies, live demonstrations and client references are now critical during provider evaluations. The ability to show production-grade deployments and quantifiable business impact is emerging as a key credibility factor in the ecosystem.
- **Integration and ecosystem readiness:** Providers are adopting API first, event driven designs using Duck Creek's Anywhere APIs, supporting headless experiences and custom digital portals to create a truly modular experience for insurers. Leading providers reliably connect core systems with upstream and downstream systems

and govern data lineage across warehouses, reporting layers and external services that drive digital UX and operational excellence.

Despite widespread capability uplift, meaningful differentiation persists across several areas. ISG observed some differentiating offerings and experiences that separate credible transformation partners from capable implementers:

- **Adjacent domain fluency:** Fluency in adjacent, non-core modules, including payments integration, loss control, compliance management and data analytics, is increasingly important as insurers seek to extend the value of their core transformation programs. Providers with experience across these adjacent domains deliver more holistic solutions to insurers, aiming to optimize business outcomes rather than simply modernizing technology stacks.
- **Multi-country, multi-line-of-business delivery track record:** Providers that have delivered multi-country deployments or enterprise-wide modernization programs demonstrate strong capabilities in program

governance, stakeholder alignment and change management. These engagements require coordination across multiple business units, integration with numerous external systems and alignment with evolving regulatory requirements. Providers with experience navigating these complexities are better positioned to manage risk, ensure delivery discipline and maintain program momentum.

- **Regional expansion and localization:** With Duck Creek deals slowing in North America, the platform is gaining traction in EMEA and APAC. Duck Creek and select providers have started to pursue joint GTM efforts in LATAM and South Africa. Success in these emerging regions will depend on technical capabilities and deep regional insurance domain expertise. Providers are working to engineer the platform to support country layers, localized product structures and distribution models to ensure successful implementations.
- **AI based operational solutions:** AI is increasingly influencing both delivery and operations in Duck Creek implementations.



The market has advanced beyond AI pilots to operational intelligence embedded in Duck Creek workflows, including claims triage and subrogation assistants, underwriting guideline co-authors and document intelligence, that shorten handling times and improve decision consistency. In parallel, AI tools for platform delivery and maintenance, such as story drafting, code assist and test data generation, are being used to improve release quality and cadence.

Insurance CIO recommendations: Selecting the right Duck Creek partner

- **Demand proof of production for accelerators and AI:** Require examples of top accelerators running in production with before-and-after performance metrics. For AI assets, request operational audit artifacts, such as prompt logs, confidence scores and a documented model update process, that support compliance and business continuity.
- **Verify evergreen readiness:** A migration plan without a clear Active Delivery upgrade path is incomplete. Request upgrade frameworks and test-coverage matrices, and review how

upgrades are prioritized alongside platform expansion plans such as new products or state rollouts.

- **Probe non-core module depth:** If your roadmap includes Duck Creek extensions such as clarity, re-insurance, payments or loss control, request module-specific references, delivery profiles and clarity on out-of-the-box versus customization. Evaluate the provider's ability to coordinate releases across core and adjacent modules to minimize regression risk.
- **Apply a regional litmus test:** Verify localized assets (country layers, product templates, forms, regulatory reporting), in-language SMEs and regional support capacity. Understand how the provider co-develops these assets with Duck Creek and maintains them within an Active Delivery model.

Outlook for the Duck Creek ecosystem

Demand for experienced Duck Creek service partners will remain strong as insurers continue to modernize their core platforms and expand their digital capabilities. Providers that combine deep platform expertise with innovation in

delivery models, automation and ecosystem partnerships will be best positioned to lead the next phase of market growth.

Successful Duck Creek implementations will depend not only on the technology platform but also on the strategic capabilities of the service ecosystem. By selecting partners with the right blend of technical expertise, domain knowledge and innovation capabilities, insurers can unlock the full potential of their modernization initiatives and build an agile, scalable and customer-centric insurance enterprise.

Duck Creek success depends on partners who go beyond implementation to deliver full-lifecycle value, from migration and integration to AI-enabled operations and long-term run-state support. Insurers should prioritize providers with strong SaaS/DCOD expertise, evergreen upgrade readiness, proven accelerators, deep ecosystem integration and AI-driven operational workflows built on Duck Creek as the core platform.



Provider Positioning

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	Duck Creek Services
Accenture	Leader
Advanze	Contender
Aggne	Rising Star ★
Atos	Contender
Capgemini	Leader
Coforge	Leader
Cognizant	Leader
EY	Leader
HCLTech	Contender
Hexaware	Product Challenger





	Duck Creek Services
HTC Global Services	Contender
LTM	Leader
Next Level Solutions	Contender
ValueMomentum	Product Challenger
Xceedance	Leader
Yovant	Product Challenger



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

Simplified Illustration Source: ISG 2026

Duck Creek Services

Definition

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.



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/software vendors
- 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 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 Section

This report is valuable for providers offering **Duck Creek services** to understand their market position and for enterprises looking to evaluate these providers. In this quadrant, ISG highlights the current market positioning of these providers based on the depth of their service offerings and market presence.

Technology professionals

Should read this report to assess P&C insurance service providers' technical capabilities, platform features, integration flexibility, market presence and use of emerging technologies. The report will help them benchmark providers' ability to support enterprise-scale implementations, ensure system scalability and leverage innovations to future-proof IT landscapes.

Business professionals

Should read this report to gain insights into service providers' ability to design, manage and optimize complex business processes. The report highlights how providers can help reduce operational costs, improve efficiency and enhance customer engagement while aligning Duck Creek services with strategic business objectives.

Digital professionals

Should read this report to understand service providers' expertise in enabling digital transformation, modernizing legacy systems and driving CX improvements. The report offers visibility into providers' innovation capabilities, digital delivery models and their experience in delivering measurable value for stakeholders through technology-driven business outcomes.

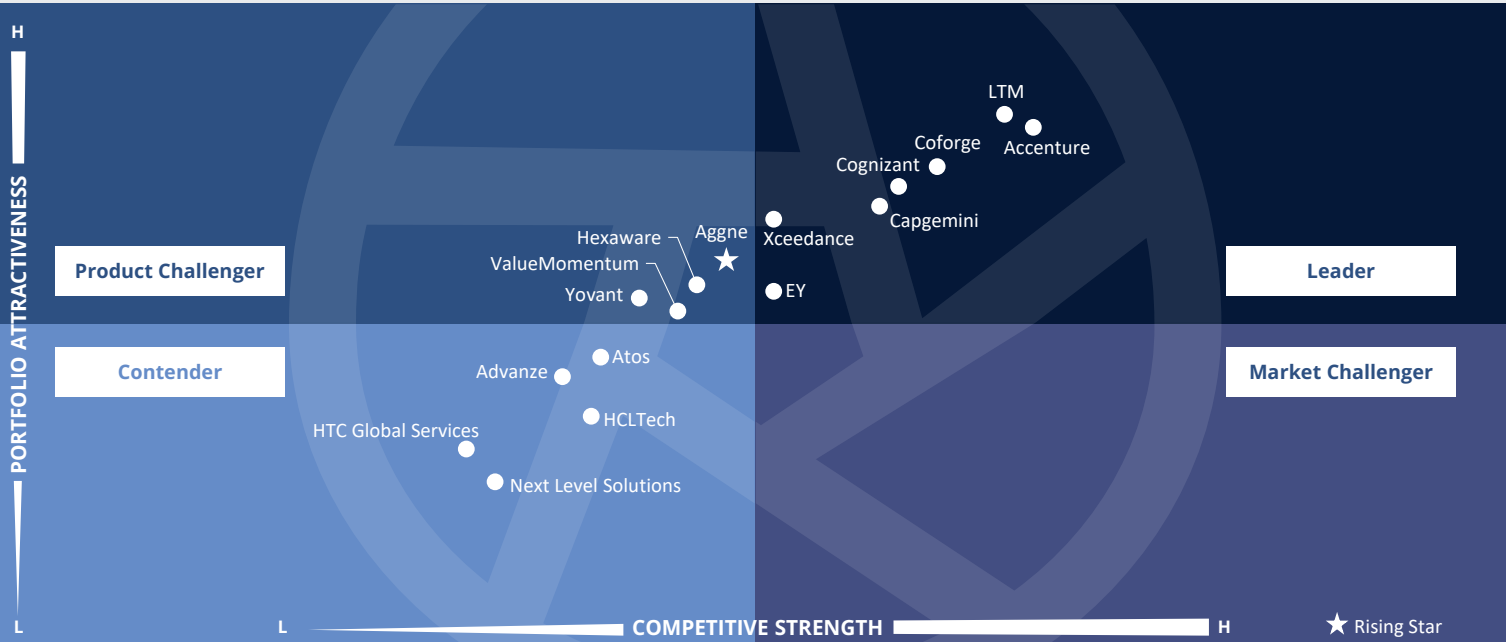
Operations professionals

Should read this report to assess providers' operational efficiency and benchmark their relative positioning, performance and service quality. The report will guide decision-making in selecting partners that can maximize ROI, streamline operations, improve service delivery and drive overall business performance improvements.



Duck Creek Services Ecosystem
Duck Creek Services

Global 2026



The quadrant evaluates providers that deliver end-to-end Duck Creek services, from **implementation to run-state operations**. It highlights strengths in **DCOD expertise, evergreen upgrade readiness, AI-led accelerators and ecosystem integration maturity**.

Manav Deep Sachdeva



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, re-insurance 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

- 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.



Duck Creek Services

Observations

The Duck Creek services ecosystem continues to mature as insurers accelerate their transition from fragmented legacy systems to Duck Creek OnDemand (DCOD). The quadrant reflects a market moving beyond early-stage implementations to broader, outcome-oriented modernization programs that span advisory, migration, integration, testing, upgrades and long-term maintenance operations. Compared to last year, the quadrant's overall composition is largely consistent, reflecting a market that is rapidly maturing as providers deepen established capabilities, with a select group of new entrants bringing fresh momentum to the ecosystem. Positioning changes are mostly incremental, driven by gradual improvements in SaaS delivery maturity, AI-led accelerators, migration frameworks and operational services rather than by fundamental shifts in strategy.

One of the most visible shifts in the quadrant is the growing importance of the DCOD SaaS model and the platform's Active Delivery approach. As insurers adopt evergreen operating models, service providers are

expanding their capabilities beyond traditional system integration into upgrade management, automated testing, release governance and production support. The ability to manage frequent platform releases while maintaining operational stability is increasingly a key evaluation factor across providers.

Another notable trend is the proliferation of delivery accelerators and automation frameworks. Although many providers now claim extensive libraries of templates, configuration tools and testing assets, insurers place greater emphasis on demonstrable production deployments and measurable performance improvements. Providers are therefore expected to provide evidence of real-world usage and quantifiable outcomes rather than showcasing conceptual assets.

The quadrant also reflects a gradual expansion of services beyond core modules into adjacent capabilities such as analytics, payments integration, compliance management and ecosystem integration. Duck Creek's API-first architecture enables more modular deployments, and providers are strengthening

their ability to integrate the platform with upstream and downstream systems and external insurtech solutions. Several providers are developing proprietary AI-based tools, including GenAI and agentic AI, to deliver operational efficiencies within Duck Creek environments.

Finally, regional expansion continues to shape the ecosystem. While North America remains the largest market, growing adoption in APAC and Europe is prompting providers to invest in localized content, regulatory expertise and regional delivery capacity. Overall, the quadrant illustrates a services market that is stabilizing in structure but evolving in capability, with differentiation increasingly defined by SaaS readiness, automation depth and the ability to support long-term platform operations.

From the 19 companies assessed for this study, 16 qualified for this quadrant, with seven being Leaders and one Rising Star.

accenture

Accenture's sustained influence in the Duck Creek ecosystem and its domain-led transformation approach position it as a strategic partner for guiding insurers through complex modernization and platform reinvention.



Capgemini combines a factory-style delivery model with global CoEs to enable commercial and specialty insurers to scale multi-line transformations with structured governance, accelerated release cycles and resilient run operations.

Coforge

Coforge's focused delivery model and reusable assets position it as a credible partner for carriers scaling the platform across geographies, with emphasis on structured rollouts, version upgrades and DCOD transitions while maintaining governance and operational stability.



Duck Creek Services



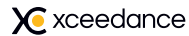
Cognizant unites robust cloud migration tooling, a dedicated Duck Creek CoE and GenAI-enabled claims capabilities to help insurers modernize to DCOD faster while maintaining quality standards and integration discipline across the platform suite.

EY

EY connects modernization efforts within the Duck Creek ecosystem to innovation across the insurance value chain, helping carriers translate platform investments into broader strategic impact and long-term enterprise transformation priorities.

LTM

LTM offers a combination of extensive Duck Creek project delivery experience, a large certified talent base and mature global execution capabilities, enabling insurers to undertake complex core modernizations with a scalable transformation model.



Xceedance is increasing visibility in emerging markets by supporting platform expansion initiatives and targeting insurer segments that value modular, execution-oriented deployment models.

Aggne

Aggne (Rising Star) leverages broad multi-line delivery experience and a configuration-first playbook to use pre-built connectors that reduce migration risk, accelerate product expansion and keep Duck Creek programs aligned for smooth future upgrades.





“Xceedance is a specialist partner in the Duck Creek ecosystem, with growing influence in adjacent and extension capabilities that complement core implementations and strengthen operational alignment.”

Manav Deep Sachdeva

Xceedance

Overview

Xceedance is headquartered in Massachusetts, U.S., and employs more than 5,500 professionals across 12 global offices. Established in 2013, the company supports insurers, brokers, agents, MGAs and reinsurers in launching products, implementing advanced technologies, leveraging analytics and optimizing operations. Its right-shoring delivery model, backed by over 440 Duck Creek specialists, blends insurance domain expertise with AI and digital capabilities. The firm has deployed more than 200 insurance and re-insurance products across the Americas, APAC and EMEA.

Strengths

Acquisition-led scope expansion:

Xceedance has expanded beyond core Duck Creek implementation into operational enablement. Through acquisitions such as MIS, Marble Box and CIS Claim Services, it integrates underwriting inspection workflows, hazard insights and claims orchestration, from appraisal to TPA coordination, linking platform modernization with measurable improvements in underwriting and claims performance.

Co-delivery and market expansion:

Xceedance partners with Duck Creek on joint GTM initiatives, delivering solutions to insurers globally and supporting the platform’s global expansion. It has built strong momentum in APAC, strengthening client relationships and execution credibility, while

contributing to new implementations in emerging markets to drive broader platform adoption and new growth opportunities.

Expertise across Duck Creek extensions:

Xceedance stands out for its deployment experience across Duck Creek’s non-core modules, including re-insurance, clarity, payment orchestration and loss control. This breadth enables insurers to engage a single partner for core and adjacent module rollouts, supporting cohesive architecture, streamlined integrations and coordinated execution across specialized functions such as underwriting and claims.

Caution

Xceedance’s expanding capabilities broaden its service scope; however, integration maturity and delivery depth may vary across modules. Insurers should assess platform expertise, portfolio alignment and relevant client references before committing to complex, multi-module Duck Creek programs.





Appendix

The ISG Provider Lens® 2026 — 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.

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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 March 2026 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 (\$US) unless noted otherwise.

The study was conducted in the following steps:

1. Definition of Duck Creek Services Ecosystem market
2. Use of questionnaire-based surveys of service providers/ vendor 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 & experience (wherever applicable)
5. Detailed analysis and evaluation of services and service documentation based on the facts & figures received from providers and other sources.
6. Use of the following key 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



Author and Editor Biographies

Lead Analyst



Manav Deep Sachdeva
Senior Manager and Principal Analyst

Manav Deep Sachdeva is a Senior Manager and Principal Analyst within the ISG Provider Lens® Research team, where he leads coverage of specialty (verticalized) analytics and AI service providers. He brings over 14 years of experience spanning research, consulting and advisory roles, including his tenure as a Gartner analyst, during which he advised CXOs globally on technology strategy, vendor selection and innovation roadmaps.

Manav has authored several influential research artifacts, including Magic Quadrants, Hype Cycles and decision-making frameworks that enable enterprise leaders to evaluate technologies and

prioritize investments with confidence. His expertise spans legacy modernization, data analytics, AI and automation, with a strong focus on translating emerging technologies into measurable business outcomes.

In his previous role, Manav served as a techno-functional consultant at an insurance company, collaborating closely with IT and business leaders while leading innovation and digital sales initiatives.

Study Sponsor

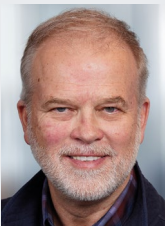


Iain Fisher
Director and Principal Analyst

Iain Fisher is ISG's head of industry research and market trends. With over 20 years in consulting and strategic advisory, Iain now focuses on cross industry research with an eye on technology led digital innovation, creating new strategies, products, services, and experiences by analysing end-to-end operations and measuring efficiencies focused on redefining customer experiences. Fisher is published, known in the market and advises on how to achieve strategic advantage. A thought leader on Future of Work, Customer Experience, ESG, Aviation and cross industry solutioning.

He provides major market insights leading to changes to business models and operating models to drive out new ways of working. Fisher works with enterprise organizations and technology providers to champion the change in customer focused delivery of services and solutions in challenging situations. Fisher is also a regular Keynote speaker and online presenter, having authored several eBooks on these subjects.





IPL Product Owner

Jan Erik Aase
Partner and Global Head – ISG Provider Lens®

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 research director, principal analyst 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. 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

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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.





APRIL, 2026



REPORT: DUCK CREEK SERVICES ECOSYSTEM