

Duck Creek Payments elevates API management in a demanding industry

PAYMENTS PLATFORM • 300+ DATA CENTERS • DEPLOY IN MINUTES

Duck Creek Payments selected Akamai AI and API Manager (AAM) to address scalability challenges, enhance security, and streamline their API workflows. The AAM platform enabled rapid deployment, custom rate limiting, and seamless integration, improving performance and developer efficiency.

Challenges

- **Feature gaps**
Kubernetes routing lacked throttling and security transparency.
- **Integration issues**
Azure API Management was slow and workflow-incompatible.
- **Inconsistent lifecycle**
Required a consistent API development process.
- **Legacy compatibility**
Sought backward compatibility with existing systems.

The AAM solution

- **Seamless integration**
Compatible with GitOps workflows for rapid deployment.
- **Advanced features**
Custom rate limiting and legacy authentication support.
- **Optimized performance**
Enhanced security and observability.
- **Scalable reach**
Infrastructure across 300+ data centers.
- **Out-of-the-box portal**
High-quality developer portal and API documentation.

Key results

Minutes

accelerated deployment to production

Seamless

integration with existing workflows

Low latency

improved performance with Edge

Enhanced

developer experience and overall team efficiency

About Duck Creek Payments

Duck Creek Payments is a cloud-based payments platform that connects large enterprises, particularly in the insurance sector, to the global payment ecosystem. Through a single integration, Duck Creek Payments enables businesses to access a wide range of payment providers and technologies, streamlining collections and payouts.

The journey to AAM

Duck Creek Payments adopted the AAM API management platform, which provided the scalability and performance needed with an edge-based infrastructure deployed across over 300 data centers.

AAM integrated seamlessly with their GitOps workflows, enabling rapid API prototyping and deployment. Its features, such as custom rate limiting, support for legacy authentication, and enhanced observability, allowed Duck Creek Payments to secure and optimize API performance efficiently.



AAM has really delivered. With the whole experience of an API-based product, it's absolutely vital that our customers understand how our product works. We have great performance. We have great observability. It fits with our platform.

James World, System Architect, Duck Creek Payments



AI and API Manager

Built into Akamai Connected Cloud

Customer Case Study