SAPIENS

Sapiens AgentConnect

Full Agent Support

Today's Digital Demand

Agents cannot satisfy today's customers without a 360-degree view of business operations and the customer, along with immediate access to the most relevant information, and self-service tools. To position their agents for success in a demanding environment, insurers constantly invest time, effort and financial resources in custom portals and sites connecting to their operational, policy administration, claims management and other systems.

The problem with many existing portal solutions is they aren't pre-integrated with the insurer's core system or digital suite, making it nearly impossible for agents to enjoy or provide a seamless experience. A significant percentage of portal systems are also tailored and require extensive maintenance from the insurer. A portal solution provided by the core system vendor is ideal, because it can connect natively to the operational system, reducing integration costs and the complexities of future upgrades.

Sapiens' Solutions

Sapiens AgentConnect (formerly known as "Sapiens PORTAL") is a modular, highly innovative portal solution specifically designed for thelife & annuity (L&A), life & pension (L&P), and property and casualty (P&C) insurance market. AgentConnect empowers agents with full lifecycle enablement, including the ability to manage their pipeline, sell policies to their consumers and provide top-level customer service in real time. They can also obtain a holistic view of their business performance overall and benefit from full access to all their remunerations, payments, commission transactions and statements.

Equipping agents with the solution's self-service tools will make their lives easier and help them better serve their customers, which will increase agent efficiency and satisfaction.

Insurers can leverage their investment in Sapiens' core L&A, L&P and P&C suites (Sapiens CoreSuite) by offering a unique, real-time agent experience. AgentConnect is fully pre-integrated with both Sapiens CoreSuite or IDITSuite products, as well as the full Sapiens DigitalSuite.

Business Benefits

AgentConnect offers many business benefits, including:

- **Straight-through processing** – AgentConnect offers STP for quotes and illustrations, with seamless transition into active policy, as well as web-based underwriting to facilitate STP where appropriate

- **Easily customizable user interface** – to allow quick and easy adaptation of the AgentConnect graphical user interface (GUI) for each customer, agents can quickly and flexibly customize screens

- **Real-time information** – meeting agents' and insurers' urgent demands for online and real-time information, AgentConnect has a repository that duplicates all the relevant information and arranges it in the correct order, in real-time

Sapiens AgentConnect

- **Comprehensive best practices** – AgentConnect is infused with Sapiens' more than three decades of experience and best practices, to help agents maximize their efforts and provide a superior customer experience

- **Built for enterprise performance** – the solution supports high volumes of traffic, to meet all the needs and demands of top tier insurers and their customers. This includes features such as queue management, load balancing and other functionalities that ease agents' burdens

Digital Suite

Sapiens AgentConnect is part of the **Sapiens DigitalSuite**, which offers an end-to-end, holistic and seamless digital experience for agents, customers, brokers, customer groups and third-party service providers. The suite is pre-integrated with Sapiens' core suites and is comprised of **Digital Engagement** and **Digital Enablement and API Layer** components. The suite is cloud-based.

Core Pre-Integration

AgentConnect is pre-integrated with Sapiens' core suites for life and annuities and property and casualty:

Sapiens CoreSuite for Life and Annuities (formerly known as "Sapiens ALIS") and **CoreSuite for Life & Pension** are designed to provide excellence in administration of insurance business, facilitate digital transformation and fast time-to-value for digital strategies, and create greater efficiency via legacy consolidation.

Sapiens CoreSuite and IDITSuite for Property and Casualty (formerly known as "Sapiens Adaptik Policy"

or "Sapiens IDIT") is a modular, automated, highly customizable solution that offers a single platform for personal, commercial and specialty LoBs. This increases organizational efficiency by reducing manual effort, generates competitive advantages and saves costs.

Technical Advantages

- **Powerful technology and architecture** – AgentConnect's Rapid Application Development (RAD) and delivery platform enables seamless integration of custom code

- **A layer of web services** – insurers can obtain data from this layer. We expose REST services in JSON format and AgentConnect can receive data from the insurer and use it in the application. It can also connect to the insurer's SingleSign-On (SSO) mechanism to increase usability

- **Simple mobile experience for insurers** – AgentConnect is written in the latest web technologies and uses responsive design methodology that offers embedded and generic mobile support to all types of devices. There is no need to build a mobile native application, as the application supports all functionalities over the phone browser

Learn More

For more information on how to better equip your agents for success, please visit us on the web, or contact us at info.sapiens@sapiens.com.

About Sapiens

Sapiens International Corporation empowers insurers to succeed in an evolving industry. The company offers digital software platforms, solutions and services for the property and casualty, life, pension and annuity, reinsurance, workers' compensation, and financial and compliance markets. With more than 35 years of experience delivering to over 450 organizations globally, Sapiens has a proven ability to satisfy customers' core, data and digital requirements. For more information: www.sapiens.com