

Sapiens Platform

For Property & Casualty



The Evolution is NOW

The property and casualty (P&C) insurance business has NEVER been more complicated than it is today - new and exciting insurtech is flooding the market; customers demand the instantaneous, personalized and digital service they receive across all other verticals; carriers' policy administration systems must be able to interface with various elements throughout the diverse insurance ecosystem (including chatbots and machine learning); and regulations seem to be constantly changing.

Insurers' technology must be complex enough to meet these needs, while remaining intuitive, user-friendly and agile. The next step in the P&C evolution is an all-inclusive, customer-centric and flexible industry platform.

North American P&C insurers will be able to meet today's needs and stay ready for the quickly changing future by harnessing an end-to-end, cloud-based P&C platform with robust digital capabilities.

Solid Core

Our market-leading and rules-based **Sapiens CoreSuite for Property & Casualty** (formerly known as "Adaptik" and StoneRiver Stream Suite") is comprised of three fully integrated, yet standalone, components - policy, billing and claims - to help North American carriers meet and exceed today's requirements, while preparing them for the future.

Purpose-built for the P&C market, carriers can choose to harness Sapiens' end-to-end, cloud-based P&C insurance software with digital capabilities, or select from our

individual modular components to meet their needs today.

Sapiens PolicyPro for Property & Casualty

PolicyPro (formerly known as "Adaptik Policy") is used by agents, underwriters and customers to quote, issue and administer policies. It includes integration with third-party systems and provides comprehensive policy lifecycle support for all P&C lines of business.

The solution also offers configuration-driven and context-sensitive web page presentation, navigation and transaction processing

Sapiens BillingPro for Property & Casualty

BillingPro (formerly known as "Adaptik Billing") enables P&C carriers to integrate with third-party systems and data repositories, enjoy best-in-class usability and automate processes throughout the billing lifecycle. These offerings improve billing for commercial, personal and specialty lines of business.

The solution also provides an intuitive interface design, flexibility, ease of deployment, highly configurable integrations and rich functionality in an entirely new paradigm.

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Sapiens ClaimsPro for Property & Casualty

ClaimsPro's (formerly known as "StoneRiver Stream Claims") intelligent, rules-driven workflow, with effective claim assignment, ensures faster cycle times in claims, which equates to lower expenses and settlement costs.

The solution offers one-click access to key features, configurable claims rules and intelligent workflow, and claims dashboards with drill-down capabilities. It provides case management capabilities for complex claims, fraud, etc.

With the Sapiens CoreSuite for Property & Casualty, North American carriers benefit from:

Ability to Handle Complexity - Sapiens PolicyPro delivers a unique blend of flexibility, functionality and intelligence that empowers carriers to turn highly complex situations into opportunities for sustainable growth. By enabling build-out and changes via simple configuration, rather than coding, PolicyPro allows for the kind of agility necessary to actively manage and market highly profitable products in areas like inland marine, energy and specialty spaces.

Streamlined, Logical UX Creation - PolicyPro users benefit from simple-to-use - but still high-powered - configuration utilities for both the back- and front-ends of their systems. That means users, including business users, can start by crafting new products in a logical fashion, then creating end-user pages and interfaces with a WYSIWYG drag-and-drop builder.

Increased Operational Accuracy and Efficiency - BillingPro offers the ability to track all billing items at the detail level and to more accurately manage premiums, commissions, taxes, discounts, surcharges and fees.

Superior User Experience for Agents and Customers - The accounting dashboard in BillingPro provides the ability to drill-down to important details for all billing activities, preventing mistakes and misunderstandings.

Improved Decision-Making - This can be accomplished across the lifecycle of a claim with ClaimsPro, via a combination of rules and workflows to automate decision-making and trigger tasks to the correct decision-maker when needed. Examples include reducing overall exposures from coverage verification/limit checking, fraudulent behaviors of claimants/

vendors, or keeping ahead of regulatory requirements.

Enhanced Agility and Flexibility - Policyholder and agent expectations are quickly evolving and the tilt to digital has achieved maximum velocity. ClaimsPro empowers you to react quickly to such forces. Anticipating the "change tsunami" now underway in the P&C market, Sapiens invested in an architectural framework and service-oriented architecture, and uses a highly configurable approach featuring meta-data and rules.

Comprehensive Reinsurance Solution

Sapiens ReinsurancePro (formerly known as "StoneRiver URS") is a comprehensive solution enabling insurers to manage the entire range of reinsurance contracts and activities for all lines of business, including rich accounting functionality and reporting capabilities. Our reinsurance solution provides a single, consolidated platform that enables full and flexible control of reinsurance processes with built-in automation of contracts, calculations and processes. This results in optimized operations, enabling comprehensive tracking and auditability, as well as full support for statutory reporting and compliance.

Pre-Integrated with DigitalSuite

Sapiens CoreSuite is pre-integrated with **Sapiens DigitalSuite**, our full suite of digital offerings. DigitalSuite offers an end-to-end, holistic and seamless digital experience for agents, customers, brokers, customer groups and third-party service providers. The suite is comprised of **Digital Engagement** and **Digital Enablement and API Layer** components and is cloud-based.

Digital Engagement

The suite is equipped with a full **Digital Engagement Layer** that offers a customer, an agent and service provider portal based on customer-centric principles to fit modern business models; and multiple customer journeys supporting the full value-chain - pre-engagement, through onboarding, servicing and claims.

In addition, Sapiens provides built-in integration with a set of digital, customer-engagement tools - such as personalized video, chatbots and digital forms management - that are embedded into the digital lifecycle of the new insurance era.

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Digital Enablement and API Layer

By enabling seamless interaction with any service under any technology, our open architecture ensures that providers will choose the “building blocks” they need and then easily and seamlessly integrate all elements within their insurance ecosystem, to succeed today and prepare for the future.

The goal of the API layer is to simplify the complexity of the integration with different parties, including the policy administration system (PAS) and to expose consumable APIs that can be easily used by the different channels and the carriers’ partners. The layer includes a mapping tool between the PAS and Digital Platform data models, so that a data model and APIs can be constructed for the specific journey. This layer is also responsible for the orchestration of core services and powered by modern DevOps automation and tools.

Ecosystem and Insuretech

By combining insurance solutions and services with auto and home sensors, digital transformation platforms, etc., insurers can become part of a strong ecosystem that magnifies their reach and appeal. Sapiens partners with a wide variety of cutting-edge insuretech companies to bring our customers innovative solutions and products that are seamlessly integrated with the platform’s infrastructure services, such as security, logging, monitoring and analytics. The sky is the limit when it comes to ecosystems...

Intelligence Solution

Sapiens Intelligence for Property & Casualty (formerly known as “4SightBI for Property & Casualty”) is a comprehensive, affordable solution, with over 100 pre-configured reports, dashboards, scorecards, ad-hoc reporting and hundreds of analytics. With “what-if?” capabilities and ease-of-use in underwriting, claims, billing, management, reinsurance and other areas – you’ll generate actionable insights and heal your pain-points.

Customer and Agent Portal Solution

Sapiens CustomerConnect (formerly known as “Sapiens PORTAL”) is a modular, highly innovative portal solution specifically designed for the property and casualty insurance market. CustomerConnect is a direct-to-consumer application. It enables P&C insureds to buy policies, view the status of their policies and accounts and issue claims.

Sapiens AgentConnect (formerly known as “Sapiens PORTAL”) is a modular, highly innovative portal solution specifically designed for the property and casualty 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.

Sapiens Cloud and SaaS Business Model

Sapiens offers private and public cloud options. Sapiens’ cloud deployment includes full infrastructure for operations, plus the option of choosing cloud-related managed services delivered by Sapiens’ highly experienced professional services team. The cloud proposition is based on a SaaS business model. It reduces high maintenance costs by eliminating the need for dedicated operations personnel and IT infrastructure.

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DigitalSuite Business Benefits

DigitalSuite offers a wealth of business benefits, including:

Accelerated Transformation – Sapiens’ API layer and highly efficient DevOps enable insurers to digitally transform rapidly and achieve fast time-to-value for digital strategies. Insurers can quickly launch new and innovative product offerings, and benefit from new and enriching ecosystems.

Actionable Insights – Insurers will be able to unlock their silos of information and synchronize disparate data-points via our advanced analytics solution (Sapiens Intelligence), resulting in data-driven decision-making that will provide tangible business benefits.

Personalized Customer Experience – Insurers can interact with customers via their preferred channels during a consistent journey, expose only the relevant data and offer new products and services that are the right fit.

Process Automation – Consumer processes are completed automatically, with minimal human intervention. Increased automation and self-service capabilities will help insurers significantly improve customer experience and lower costs.

Reduced Costs and Greater Efficiency – The combination of digital accessibility across preferred interaction channels and devices, along with automated marketing tools in the DigitalSuite, readies the insurer for immediate “push” and “pull” customer interactions.

Learn More

For more information on how **Sapiens Platform for Property & Casualty** can help you revolutionize your business needs, please contact us:

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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, financial and compliance, workers’ compensation and financial 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