

Sapiens DigitalSuite



ARE YOU PLAYING TO THE CROWD?

Everyone's a customer, so we all have first-hand insight into what customers expect. They've come to expect personalized experiences, available at any time from any device. They also demand easy access to information they are seeking and a quick resolution of any problems or questions that arise.

Customer expectations are the driving force behind the digital evolution of the insurance industry, and that won't change. Customers will continue to need more and want more, as better experiences are delivered, and emerging technologies continue to fuel digital transformation. Most insurers understand that a digital-first approach is critical. They can't afford to be hindered by legacy systems or digital solutions that fail to provide the necessary customer-centric experiences to meet their transformation goals.

INSURERS NEED A DIGITAL SOLUTION THAT PROVIDES:



**Excellent
customer
experience**



**Quick time
to
market**



**Innovation
through
APIs and
ecosystems**



**Insight
data-driven
business
processes**



**Agility of a
cloud-native
environment**

Sapiens can help you chase the digital blues away and get in tune with customers and agents.

INTRODUCING SAPIENS DIGITAL SUITE

Sapiens understands that the path to digital freedom is often challenging and complex. It requires a flexible system that insurers can depend on - a solution that goes beyond mere portals. Sapiens DigitalSuite is a dynamic, digital engagement and enablement platform that provides an omnichannel, unified experience that customers, agents and brokers have come to expect.

Created and designed specifically for the insurance market by some of the best digital experts in the industry, Sapiens DigitalSuite is an agile, component-based platform that provides insurers the ability to accelerate their digital transformation.

ORCHESTRATE YOUR DIGITAL, YOUR WAY

Choose from our modular, cloud-native components to play along with your existing technology landscape to achieve transformation faster than ever:

- **API Conductor** – Instrumental in creating more productive experiences, Sapiens API Conductor simplifies the orchestration and integration into any core system, third party data source or Sapiens ecosystem marketplace. Our API Conductor enables insurer teams to configure, manage, publish and test their APIs.
- **Journey and Forms Composer** – Empower your business users to introduce and manage existing journeys and workflows and plan and create new ones without having to write code. Simple drag and drop functionality accelerates time to market and reduces costs without having to rely on IT resources.
- **Dynamic Portals** – Connect like never before. **AgentConnect** and **CustomerConnect** are dynamic portals built to deliver the optimal experiences expected by customers, brokers, agents, employers, alike.
- **BotConnect and LiveConnect** – The next level of chatbot technology at your fingertips. Conversational messaging is highly efficient in engaging customers. Sapiens BotConnect and LiveConnect are designed to cultivate and enhance conversational messaging by ensuring perfect handoffs between different channels and personas, between live and AI, which translates to one unified and smooth experience for both customers and the reps that cater to their needs.

DIVERSE ECOSYSTEM

Sapiens PartnerConnect offers a vast ecosystem of digital partners that are pre-integrated, pre-certified and pre-selected to bring real value. Sapiens helps insurers integrate quickly with innovative partners that improve customer experience and create operational efficiencies, maximizing value immediately.

OUR VALUE

Sapiens equips carriers with an end-to-end digital solution. By partnering with Sapiens, you'll receive a solution for the future, along with access to an innovative ecosystem. Whether you're looking to transform existing processes for quick impact or trying to build new propositions powered by technology - let Sapiens DigitalSuite help you orchestrate your own digital symphony.



Contact us to learn more about Sapiens DigitalSuite.

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 more than 600 organizations globally, Sapiens has a proven ability to satisfy customers' core, data and digital requirements. For more information: www.sapiens.com.