SAPIENS

Partnering for Success
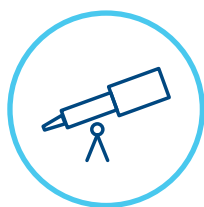
Sapiens
Managed Services

Empowering the New Digital Ecosystem

Stay ahead of the technological curve with our managed services that feature holistic, 24/7 support and maintenance services. Our experts leverage monitoring tools and dashboards for proactive management and provide you with a solution tailored to your business needs.

By managing your infrastructure, Sapiens empowers companies like yours to focus on core business objectives, eliminating IT bottlenecks. We understand that each customer has unique requirements, so we offer a set of customized service solutions, not limited to Sapiens products.

Why should you outsource to Sapiens?

Sapiens has been delivering managed services for decades to hundreds of customers around the globe. Whether your solution is hosted on premise or 'in the cloud', outsourcing your service needs helps you control and predict IT costs, saving overhead and reducing risks.

Focus on core business goals
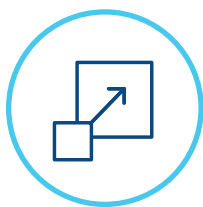
Flexible, scalable solution available 24/7

Improve operational effectiveness and efficiency

Advanced security capabilities

Secure cloud hosting with full auditing

Sapiens Infrastructure & Platform Management offering includes:

24/7 Global Service Desk & Operations Center

Sapiens Global Service Desk & Operations Center provides support 24 hours a day, 7 days a week for reactive incidents for the cloud environment and can be adjusted by environment type.

Backup & Multi-Geo Disaster Recovery

This service implements and manages backups of the databases for hosted environments. It includes the design, deployment and management of a disaster recovery service for the servers in the production environment.

DevOps & Automation

This service oversees deployment of Sapiens Suite product releases in all relevant environments, reducing deployment time and human error.

Data Base Administration (DBA)

Our experienced DBA staff oversees the design, deployment and management of databases and provides operations, maintenance and performance optimization.

Security Operations Center (SOC) Proactive Monitoring

Our Security Operations Center provides design, deployment and management of a security monitoring system to track security incidents and risks. It includes prioritized security incidents/alerts and offers insights into the source of the attack and impacted resources.

Service Manager

Sapiens provides a single point of contact for all escalations and high priority requests. The highly experienced service manager provides oversight and coordination of all services.

Application Development & Management

Our application experts make every effort to streamline operations with the following service offerings:

- Sapiens operations control center provides 24/7 monitoring of the application processes, including application performance monitoring and batch process monitoring and maintenance
- Setup and configuration of products, workflows, templates and users
- Development of additional customer-specific features (change requests)

Two optional extensions are also available:

- Development capacity and support for ongoing business needs, enabling shorter time-to-market for new products and offerings
- Support for non-Sapiens products

Security Standards

Sapiens is continuously investing in a comprehensive cybersecurity platform that addresses the evolving threat landscape. With a security ecosystem built into our core, Sapiens has the framework in place to protect our products, platforms and customer data so that we can continue creating software, tools and services that keep our customers secure.

Today's threats move fast. Our security specialists help keep you protected with constantly evolving tools, technologies, expertise and safeguards. Our proactive culture and operations include:

- State-of-the-art advanced security technologies
- Research and testing on evolving threats
- Continual training in new standards and best practices

Compliance

Our world class cybersecurity program is driven by the leading standards and industry best security practices:

Contact us today to discover what Sapiens Managed Services can do for you

About Sapiens

Sapiens empowers insurers to succeed in an evolving industry. The company offers digital software platforms, solutions and services for property & casualty; life and pensions; and reinsurance. With more than 35 years of experience delivering to more than 550 organizations globally, Sapiens has a proven ability to satisfy customers' core, data and digital requirements. For more information: www.sapiens.com