



SAPIENS

AgentConnect Full Agent Support

In today's complex space, insurers need to understand the needs of their brokers and agents and how to deliver a portal experience that is tailored for their business use. A transactional portal is no longer enough and likely won't help increase customer sales or retention, both of which are critical to the success of agents and brokers.

Agents of today require more from insurers than ever. Agents not only need to be able to transact business and service their customers, they also need to understand their book of business, be able to effectively sell policies and create loyalty with their customers. They need to efficiently communicate across their landscape – such as with underwriters, reinsurance and actuaries. Agents need to build trusted relationships with their insureds and grow and maintain those partnerships. Many portal solutions today aren't providing a business portfolio solution for agents.

Insurers need a portal solution with the following key benefits:



Simplifies the insurer/agent communication process throughout the insurance life cycle



Provides a **knowledge base** for agents and brokers to cross-sell and up-sell to customers



Tailors journeys **faster than ever** such as visibility into claims and service; lowering TCO



Provides better **user experiences**

Sapiens' Solution

Sapiens AgentConnect is a modular, highly innovative, dynamic portal built to deliver the optimal experiences expected by brokers and agents. AgentConnect is infused with Sapiens' four decades of experience and best practices, to help agents maximize their efforts and provide superior customer experience.

AgentConnect is specifically designed for the Life and Annuity (L&A) and Property and Casualty (P&C) insurance markets. The portal empowers agents with full life cycle 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 their remunerations, payments, commission transactions and statements. AgentConnect is tailored to help agents and brokers understand upcoming cancellations, renewals, quotes to increase their customer reach and retention and to create meaningful customer relationships.

Providing agents with the tools they need to service their customers in real time will make their lives easier and help them increase efficiency and build customer loyalty. With personalized content driven by Sapiens Business Intelligence, agents can offer new insurance products tailored to customer needs to increase up-sell potential and retention. Built for enterprise performance, the solution supports high volumes of traffic, to meet the needs and demands of top tier insurers and their customers.

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

Digital Suite

Sapiens AgentConnect is part of **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 components to help insurers achieve digital based on their needs. The suite is cloud-based.

Contact us to learn more about [Sapiens AgentConnect](#).

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 four decades 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.

Interested in learning more?

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