SAPIENS

CustomerConnect
Unique Customer Experience

Consumers demand ease of access on the channel of their choice from all service providers, including insurers. Without a fully omni-channel experience, it's difficult for carriers to remain competitive.

To meet this need, insurers invest time, effort and financial resources in customer portals and sites connecting to their operational, policy administration, claims management and other systems. There are multiple challenges for insurers in a landscape where many still have limited digital interfaces. For example, these tailored solutions require extensive maintenance. Customers' backend systems don't support self-service processes, and there's also the issue of transforming from physical to digital forms. How can insurers efficiently and cost-effectively engage customers on a digital level?

Insurers need an out of the box solution with the following benefits:

Shortened time-to-market through an out-of-the-box solution

Offers a **360-degree view** of customers' portfolios, policies, payment data, etc.

Provides an end-to-end, **multi-process service** with 24/7 access

Stand-alone, **automated service** that takes the load off support, sales and IT teams

Intuitive, user-friendly **customer experience** with unique L&A/P&C insurance characteristics in digital

CustomerConnect Advantages at a Glance

Sapiens CustomerConnect is a modular, dynamic portal solution built to deliver the optimal experiences expected by customers, providing a high level of personalization to meet the diversified, individual needs of customers. While it is pre-integrated with Sapiens core systems, it can also be placed 'on top' of any other core system.

Specifically designed for the Life and Annuity (L&A) and Property and Casualty (P&C) insurance markets, CustomerConnect enables insureds to purchase or change policies, file claims, submit documentation and receive text message notifications. It offers the customer a 360° view of the status of their policies, accounts and claim statuses and details. It is possible to conduct many other transactions that save both consumers and insurers time and reduce costs, while increasing overall consumer satisfaction.

Now, insurers can leverage their investment in Sapiens' L&A and P&C CoreSuites by offering a unique, real-time consumer experience tailored to today's digital natives. CustomerConnect is fully pre-integrated with both Sapiens CoreSuite products, as well as the newly enriched Sapiens **DigitalSuite**.

CustomerConnect was designed based on customer-centric principles that fit modern business models. It supports multiple customer journeys throughout the full value-chain, from pre-engagement, through onboarding, servicing and claims. The solution's out-of-the-box capabilities are based on Sapiens' more than three decades of expertise. Built for enterprise performance, CustomerConnect supports high volumes of traffic to meet all the needs and demands of top tier insurers and their customers.

Digital Suite

Sapiens CustomerConnect is part of the newly enhanced **Sapiens DigitalSuite**, which offers an end-to-end, holistic and seamless digital experience for customers, agents, 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.

As an added benefit, Sapiens digital suite also offers **Sapiens AgentConnect**, a complementary modular portal that 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.

Contact us to learn more about **Sapiens CustomerConnect.**

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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