



This is an authorized reprint of an excerpt from a Celent report. The reprint was prepared specifically for Sapiens but Celent retained full control of the content. For additional information, please contact info@celent.com.

CLAIMS SYSTEMS VENDORS: EMEA P&C INSURANCE 2024 XCELENT AWARDS

POWERED BY VENDORMATCH

Karun Arathil and Fabio Sarrico March 6, 2024

CONTENTS

Executive Summary	3
	-
Profiles	4
Saniana, Saniana Diana Suita	F
Sapiens: Sapiens DianaSuite	
Sapiens: Sapiens IDITSuite for P&C (Claims)	. 14
Sapiens: Tia Enterprise (Claims)	. 23
Related Celent Research	
Leveraging Celent's Expertise	. 36
Support for Financial Institutions	36
Support for Vendors	36

EXECUTIVE SUMMARY

This report provides an overview of the claims administration systems available in North America for property-casualty insurance carriers.

This authorized reprint contains material excerpted from a recent Celent report profiling and evaluating 33 different North American property and casualty claims systems. The full report is 335 pages long and provides an overview of their functionality, customer bases, lines of business supported, technology, implementation, pricing, and support. This report was not sponsored by Sapiens in any way.

This reprint was prepared specifically for Sapiens, but the analysis presented has not been changed from that presented in the full report. For more information on the full report, please contact Celent at info@celent.com.

Advanced Technology 2024 This year's XCelent award winners for Advanced Technology for EMEA are:

Insurance Business Applications (IBA), Guidewire ClaimCenter and Sapiens IDIT



This year's XCelent award winners for Breadth of Functionality for EMEA are:

Guidewire ClaimCenter and Sapiens IDIT



SAPIENS: SAPIENS DIANASUITE

Company and Product Snapshot

Table 1: Company Snapshot Year Founded 1982 Holon, Israel Headquarters **Number of Employees** 5,300 \$475M **Revenues (USD) Financial Structure** Public company NASDAQ: SPNS VendorMatch Link https://www.celent.com/vendormatch/discover y/solutions/218573788 Source: Vendor RFI

Table 2: Product Snapshot

Name	Sapiens DianaSuite
Year Originally Released	2008
Current Release and Date of Release	Diana 4.0.1/2022
Revenue Derived from the Product	Financial statements can be found at https://www.sapiens.com/investor- relations/sec-filings/.
R&D Expense	Sapiens typically invests 14% of total revenue in the solution's R&D
FTEs Providing Professional Services for Product	100
Notable Clients	SegurCaixa Adeslas, Ges Seguros, AIOI Motor (Toyota)
Source: Vendor RFI	

Celent Opinion

Summary

Sapiens' DianaSuite claims solution offers a mature and comprehensive claims management functionality that is well-suited for the Spanish market and has been implemented in insurance companies of all sizes. Sapiens is actively working on fully integrating DianaSuite with their digital ecosystem, including full integration with Sapiens Intelligence, which will enhance BI, analytics, and embedded AI/ML, among other capabilities. Overall, the solution provides insurers in the Spanish market with a comprehensive functionality and has the expectation of significant future improvements by benefiting further from Sapiens' technological capabilities.

Strengths

- Diana Suite has undergone a user-interface update, including color scheme changes and minor structural adjustments, resulting in a more modern and user-friendly interface. Navigation is made easy through a well-organized side panel menu.
- The solution provides extensive functionality, including a comprehensive FNOL process with the ability to manage reserves and payments at a high level of granularity, and robust user-management features. Moreover, it seamlessly integrates with TIREA modules, a platform that provides collaboration and information exchange among insurers in Spain.
- The solution offers multi-cloud capabilities, enabling deployment in both Azure and AWS cloud environments.

Areas for Improvement

- While supervisors have access to relevant information, the addition of a centralized manager dashboard would be beneficial as well as increasing the level of configurability for customization and personalization of screens and data elements at the business user level. In terms of business rules and managing workflows, the solution would benefit from implementing a visualbased workflow tool.
- Improving the percentage of the system based on microservices architecture.

Functionality

Table 3: Suite Availability

	Availability
Policy Administration	
Billing	
Reinsurance	
Rating Engine	
Digital Tools	
Distribution Management	
Business Intelligence	
Data Warehouse	
Legend: \checkmark = Integrated into the Module; \blacksquare = Separate Module available from vendor; x = Not available	this vendor; $ullet$ = Through another
Source: Vendor RFI	

Table 4: Functionality

Category	Function	In Production	Supported But Not in Production	Not Supported
	User desktop / workbench			
Desktop	Claims overview			
	Upload ACORD or FNOL			
Data Services	Integration and prefill with third party data	•		
	Includes a correspondence and forms library	•		
Documents	Configurable business rules to support			
	Includes a content repository and document management	•		
	Includes a notes facility			
Notes	Ability to search text within notes and diaries			
	Escalation based on authority			
	Dashboard to manage employee's workload	•		
Supervisory Tools	Automated underwriter assignment	•		
	Out-of-office / vacation rules			
	Automatic task generation			
	Ability to consume FNOL from multiple sources			
FNOL/FROI	Supports submission of additional attachments			
	Can use party's preferred communication method	•		
	Location-based guidance at time of FNOL			
Injury	Track utilization review and recertification			
Management	Can create, document, and track special programs such as return-to-work			
Claim	Can display alerts			
	Can document the case strategy			
Investigation	Automatic ordering of third party data	•		
Reserving	Ability to specify automatic default initial reserves based on business rules	•		
	Multiple levels of reserve categories			

			In	Supported But Not in	Not
Category		Function	Productio	on Production	Supported
	Aggrega policy li	ate tracking (erosion of imits)			
	Deduct	ible tracking			
	Recurri	ng payments			
Payments	Multipl garnish	e pay parties (e.g. <i>,</i> ments)			
	for a sir	to make bulk payments ngle vendor combined in e disbursement	•		
Subrogation and Recoveries	diaries,	te tasks, workflow, and business rules for ated cases	٠		
Fraud		ows specific to fraud and investigations			•
Litigation Management	•	te tasks, workflow, and business rules for d cases	٠		
Vendor Management	Vendor	management tools	٠		
Reinsurance		lly tag a claim when ance applies			
		atically identify claims to reinsurance			
_	Ability t	to define catastrophes			
Catastrophe	Automa claims	atic identification of cat			•
	Ability t	to track hours/activities			
ТРА	Ability t schedu	to manage different fee les			•
Support for Lloyds		t for the Electronic File (ECF2)			•
Claims Processes	Suppor	t for ECF Write Back			
= Available out of the bo	x	= Configurable through a language/coding		= Under development road map	/ on
= Configurable using sim for business user	ple tools	= Available with integrati third party solution		= Could develop, woul considered customization	
Configurable using simple tools for IT user		= Available with integrat separate module provided b vendor		🛑 = Not available / not a	pplicable
Source: Vendor RFI					

Lines of Business Supported

Table 5: Lines of Business Supported

Line of Business	NA	EMEA	APAC	LATAM	
Personal Auto	×	~	×	×	
Homeowners / Home	×	~	×	×	
Renters / Contents	×	~	×	×	
Umbrella	×	~	×	×	
Commercial Auto	×	~	×	×	
Commercial Property	×	~	×	×	
Commercial Liability	×	~	×	X	
Workers' Compensation	×		×	X	
Medical Professional Liability	×	~	×	×	
Other Professional Liability	×	~	×	X	
Business Owners Policy (BOP)	×	~	×	X	
Surety & Fidelity	×		×	×	
Excess Policies	×		×	X	
Directors and Officers Liability X X X					
<u>Legend</u> : \checkmark = In production; \square = Supported but not in	production; $\mathbf{x} = Not$	supported			
ource: Vendor RFI					

Customer Base

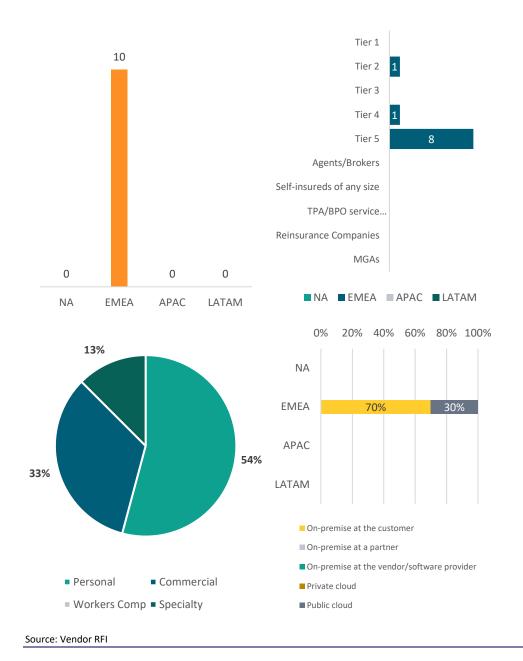


Figure 1: Client Base by Size and Deployment Option (Global)

Table 6: Implementations by Country

Region	Countries	
North America		
Europe	Spain	
Middle East		

Region	Countries
Africa	
Asia-Pacific	
Central America	
South America	
Caribbean	
Source: Vendor RFI	

Technology

Table 7: Technology Options

Technology Options	Responses	6		
Code Base	Java: 98%;	Java: 98%; PL/SQL: 2%		
Integration Methods	RESTful HT	Web services; XML (not through web services); HTML; HTTP; RESTful HTTP-style services; JSON format; MQSeries/JMS/Similar queue technology; Custom APIs; Flat files		
API Details	~	The API is documented		
	~	External systems can trigger an event in the system, which can be responded to by a workflow or business rules system		
	×	API management supports local or global standards, such as ACORD application creation and rendering		
	~	API sample codes are available to clients		
	×	API developer portal is available for support and descriptions		
	×	API testing portal and the ability to use scripts on website is available		
	~	The system allows API publishing in SOAP, REST, JSON, and XML-style services as APIs		
	~	API version management is available		
	~	Access to the APIs is managed, and use of APIs tracked by developers		
	~	Training in extending the system is offered		

Source: Vendor RFI

Table 8: SaaS Capabilities

Elements	Availability
Support a multi-tenant architecture	×

Elements	Availability
Type of effort required to update the solution	Automated scripts – Mostly automated
Cadence of upgrades for multi-tenant deployments	More frequent than every 3 months
Deployment approach supports elasticity	Yes, automatically
Current APIs-related strategy	Enabled by consumable APIs
Ability of the deployment model to leverage a serverless approach	×
Ability to enable independent services (microservices)	~ ~
Proportion of the system architected as microservices	Under 25%
Support automation of development and deployment processes (DevOps)	~
Ability to run and deploy under containers to improve the application deployment	~
Need for containerization to run in a cloud	✓
Ability of the system's functions and capabilities to be distributed among a private cloud and a public cloud	~
Legend: ✓ = Yes x = No	
Source: Vendor RFI	

Table 9: Change Tooling and Upgrades

Types of Changes	Availability
Business Rule Definition	✓
Data Definition	✓
Table Maintenance, List of Values, etc.	v
Interface Definition	v
Product Definition	v
Role-Based Security, Access Control, and Authorizations	v
Screen Definition	~
Workflow Definition	~

<u>Legend</u>: \checkmark = Configurable via tools for business users; \square = Configurable via tools for IT users; \blacksquare = Configurable via the vendor; \ominus = Configurable via scripting; \bullet = Coding required; x = Not available

Source: Vendor RFI

Table 10: Public Cloud Options

Providers	NA	EMEA	APAC	LATAM
Microsoft Azure	×		×	×
Amazon AWS	×	~	×	×

× ×	× ×	× ×	×
	×	×	X
			~
×	×	×	×
×	×	×	×
×	×	×	×
×	×	×	×
	× × ×	× ×	x x x x x x

Partnerships

Table 11: Implementation and Support	
Type of Partnership	Partner Vendor
System Integrators	IBM, Capgemini, Accenture, Ibermática, Everis, and other local Sis.
Fintech Partners	An up-to-date list of third party applications can be found at: https://sapiens.com/partners/.
Source: Vendor RFI	<u> </u>

Implementation, Support, and Pricing

Table 12: Implementation, Support, and Pricing

6 to 10
Vendor: 75%; Client: 20%; Third party: 5%
Sapiens has 100 employees in EMEA
Initial Implementation: 4 to 6 months 2 nd and subsequent line of business: 1 to 3 months 2 nd and subsequent states/jurisdictions: 4 to 6 months
Term license, Perpetual license, Enterprise license, Subscription-based license, Other

SAPIENS: SAPIENS IDITSUITE FOR P&C (CLAIMS)





Company and Product Snapshot

Table 13: Company Snapshot

Year Founded	1982
Headquarters	Holon, Israel
Number of Employees	5,300
Revenues (USD)	\$475M
Financial Structure	Public company
	NASDAQ: SPNS
VendorMatch Link	https://www.celent.com/vendormatch/discover y/solutions/828945216
Source: Vendor RFI	

Table 14: Product Snapshot

Name	Sapiens IDITSuite for P&C (Policy, Billing, Claims)
Year Originally Released	1998
Current Release and Date of Release	Version 19.1/2023
Revenue Derived from the Product	Financial statements can be found at https://www.sapiens.com/investor- relations/sec-filings/.
R&D Expense	Sapiens typically invests 14% of total revenue in the solution's R&D
FTEs Providing Professional Services for Product	1,500
Notable Clients	Hiscox, LB, Folksam, HDI/Talanx/HannoverRe/Integra, Anadolu, MMA/Covea, Gjensidige, A&G/Telesure, RoyalAutoClub (RACI)
Source: Vendor RFI	

Celent Opinion

Summary

Sapiens IDITSuite is a comprehensive, flexible, and highly automated P&C claims management solution. However, Sapiens continues to invest in it with road map items including the addition of advanced capabilities—such as Microsoft LLM-based functionality, utilizing real time satellite data to enhance automation—among others. The solution has been implemented in multiple countries and regions, demonstrating its adaptability to various market requirements. As the claims module can also be commercialized as a stand-alone module, it offers a compelling option for mid-sized and large insurers seeking a robust core insurance suite or P&C claims module.

Strengths

- It features a modern and user-friendly UI, launched a few months ago. Navigation is intuitive through the well-organized side panel menu, and it includes a universal search bar. Dashboards have embedded Power BI-based charts.
- Non-technical users can personalize task menus and dashboards, add predefined data points (defined on the data model), ask dynamic questions, and generate API endpoints.
- It offers comprehensive claims handling, including end-to-end touchless and hybrid (automated and human) claims processing. It also includes features such as fraud detection, a litigation module, Sapiens DOCS tool for document management, automated identification and prevention-oriented client communication for policies that could be impacted by upcoming CAT events, and integration such as with Yarowa (digital insurance marketplace).
- The solution is based on a modern technology stack with a layered architecture approach and infrastructure on Kubernetes.

Areas for Improvement

- In terms of business rules and managing workflows, the solution would benefit from implementing a visual-based workflow tool.
- As insurers are looking for higher flexibility, the solution would benefit from increasing further the proportion of the system architected based on microservices, which is part of the vendor's road map.

Functionality

Table 15: Suite Availability

Availability

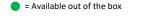
Policy Administration

	Availability
Billing	
Reinsurance	
Rating Engine	
Digital Tools	
Distribution Management	
Business Intelligence	
Data Warehouse	
Legend: \checkmark = Integrated into the Module; \blacksquare = Separate Module available from vendor; x = Not available	om this vendor; $ullet$ = Through another
Source: Vendor RFI	

Table 16: Functionality

Category	Function	In Production	Supported But Not in Production	Not Supported
Desktop	User desktop / workbench			
Desktop	Claims overview			
	Upload ACORD or FNOL			
Data Services	Integration and prefill with third party data	•		
	Includes a correspondence and forms library			
Documents	Configurable business rules to support			
	Includes a content repository and document management			
	Includes a notes facility			
Notes	Ability to search text within notes and diaries			
	Escalation based on authority			
	Dashboard to manage employee's workload	٠		
Supervisory Tools	Automated underwriter assignment			
	Out-of-office / vacation rules			
	Automatic task generation			
	Ability to consume FNOL from multiple sources			
	Supports submission of additional attachments			
FNOL/FROI	Can use party's preferred communication method			
	Location-based guidance at time of FNOL			

Category	Function	In Production	Supported But Not in Production	Not Supported
Injury	Track utilization review and recertification	•		
Management	Can create, document, and track special programs such as return-to-work	•		
	Can display alerts			
Claim	Can document the case strategy			
Investigation	Automatic ordering of third party data			
	Ability to specify automatic default initial reserves based on business rules			
Reserving	Multiple levels of reserve categories	•		
	Aggregate tracking (erosion of policy limits)	•		
	Deductible tracking			
	Recurring payments			
Payments	Multiple pay parties (e.g., garnishments)	•		
	Ability to make bulk payments for a single vendor combined in a single disbursement	•		
Subrogation and Recoveries	Separate tasks, workflow, diaries, and business rules for subrogated cases	٠		
Fraud	Workflows specific to fraud and special investigations			
Litigation Management	Separate tasks, workflow, diaries, and business rules for litigated cases	•		
Vendor Management	Vendor management tools	٠		
Reinsurance	Manually tag a claim when reinsurance applies			
Reinsurance	Automatically identify claims subject to reinsurance			
.	Ability to define catastrophes			
Catastrophe	Automatic identification of cat claims			
	Ability to track hours/activities			
ТРА	Ability to manage different fee schedules			
Support for Lloyds	Support for the Electronic Claims File (ECF2)			
Claims Processes	Support for ECF Write Back			



= Configurable using simple tools for business user

= Configurable using simple tools for IT user

 = Configurable through a scripting language/coding

= Available with integration to a third party solution

= Available with integration to a separate module provided by this vendor

= Under development / on road map

= Could develop, would be considered customization

= Not available / not applicable

Source: Vendor RFI

Lines of Business Supported

Table 17: Lines of Business Supported

Line of Business	NA	EMEA	APAC	LATAM
Personal Auto	×	~	~	×
Homeowners / Home	×	~	~	×
Renters / Contents	×	~	~	×
Umbrella	×	~	~	×
Commercial Auto	×	~	~	×
Commercial Property	×	~	~	×
Commercial Liability	×	~	~	×
Workers' Compensation	×	~	~	×
Medical Professional Liability	×	~	~	×
Other Professional Liability	×	~	~	×
Business Owners Policy (BOP)	×	~	~	×
Surety & Fidelity	×	~	~	×
Excess Policies	×	~	~	×
Directors and Officers Liability	×	~	~	×
<u>Legend</u> : \checkmark = In production; \square = Supported but not in Source: Vender BEI	n production; \mathbf{x} = Not	supported		

Source: Vendor RFI

Customer Base

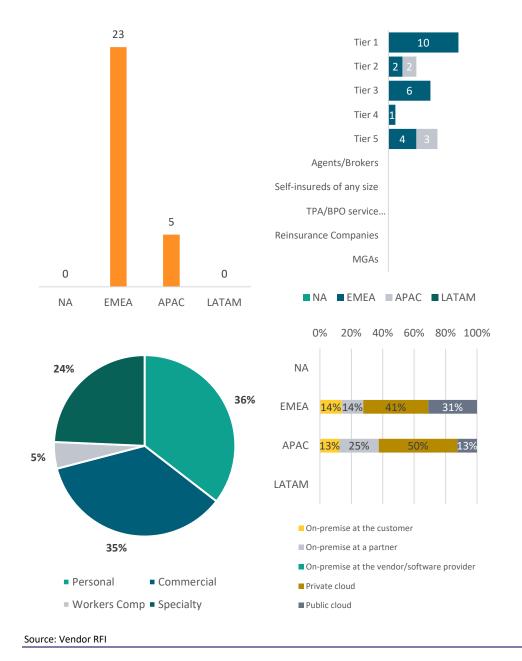


Figure 2: Client Base by Size and Deployment Option (Global)

Table 18: Implementations by Country

Region	Countries
North America	
Europe	Croatia, Denmark, France, Germany, Netherlands, Norway, Poland, Sweden, Switzerland, Turkey, United Kingdom

Region	Countries
Middle East	Israel
Africa	Mauritius, South Africa, Namibia
Asia-Pacific	Australia, India, Singapore, Thailand
Central America	
South America	
Caribbean	
Source: Vendor RFI	

Technology

Table 19: Technology Options

Technology Options	Responses			
Code Base	Java: 90%;	JavaScript: 10%		
Integration Methods	Webservices; XML (not through webservices); HTML; HTTP RESTful HTTP-style services; JSON format; MQSeries/JMS/Similar queue technology; Custom APIs; Fla files; Native messaging; GraphQL; Other			
API Details	v	The API is documented		
	~	External systems can trigger an event in the system, which can be responded to by a workflow or business rules system		
	~	API management supports local or global standards, such as ACORD application creation and rendering		
	~	API sample codes are available to clients		
	~	API developer portal is available for support and descriptions		
	~	API testing portal and the ability to use scripts on website is available		
	~	The system allows API publishing in REST, SOAP, JSON, and XML-style services as APIs		
	~	API version management is available		
	~	Access to the APIs is managed, and use of APIs tracked by developers		
	_	Training in extending the system is offered		

Table 20: SaaS Capabilities

Elements	Availability
Support a multi-tenant architecture	~

Elements	Availability
Type of effort required to update the solution	Evergreen – Client chooses when to upgrade
Cadence of upgrades for multi-tenant deployments	Every 4 months
Deployment approach supports elasticity	Yes, within less than a day
Current APIs-related strategy	Preconnected cloud environment (fully connected and ready to use)
Ability of the deployment model to leverage a serverless approach	~
Ability to enable independent services (microservices)	~
Proportion of the system architected as microservices	25% to 50%
Support automation of development and deployment processes (DevOps)	~
Ability to run and deploy under containers to improve the application deployment	~
Need for containerization to run in a cloud	✓
Ability of the system's functions and capabilities to be distributed among a private cloud and a public cloud	~
Legend: ✓ = Yes x = No	
Source: Vendor RFI	

Table 21: Change Tooling and Upgrades

Types of Changes	Availability
Business Rule Definition	✓
Data Definition	✓
Table Maintenance, List of Values, etc.	✓
Interface Definition	
Product Definition	✓
Role-Based Security, Access Control, and Authorizations	✓
Screen Definition	
Workflow Definition	✓

<u>Legend</u>: \checkmark = Configurable via tools for business users; \square = Configurable via tools for IT users; \blacksquare = Configurable via the vendor; \ominus = Configurable via scripting; \blacklozenge = Coding required; x = Not available

Source: Vendor RFI

Table 22: Public Cloud Options

Providers	NA	EMEA	APAC	LATAM
Microsoft Azure	×	~	~	×
Amazon AWS	×	~	~	×

Providers	NA	EMEA	APAC	LATAM
Google Cloud Platform (GCP)	×	×	×	×
Alibaba Cloud	×	×	×	×
IBM Cloud / Bluemix	×	×	×	×
Oracle Cloud	×	×	×	×
Salesforce Cloud, Force.com, AppExchange	×	×	×	×
Other	×	×	~	×
<u>Legend</u> : \checkmark = In production; \square = Supported but n	not in production; \mathbf{x}	= Not supported		
Source: Vendor RFI				

Partnerships

Table 23: Implementation and Support

Type of Partnership	Partner Vendor
System Integrators	Capgemini, Qperior, PwC, Accenture, Atos, NTT Data (Everis), Tech Mahindra, and other local SIs.
Fintech Partners	An up-to-date list of third party applications can be found at: https://sapiens.com/partners/.
Source: Vendor RFI	

Implementation, Support, and Pricing

Table 24: Implementation, Support, and Pricing

Typical Implementation Team Size	30 to 40
Resource Breakdown	Vendor: 55%; Client: 40%; Third party: 5%
Location of Employees	Sapiens has 50 employees in North America, 500 employees in EMEA, 900 employees in Asia Pacific
Average Time to Implementation	Initial Implementation: 4 to 6 months 2 nd and subsequent line of business: 1 to 3 months
	2 nd and subsequent states/jurisdictions: 4 to 6 months
Pricing Models	SaaS Term license, Perpetual license, Enterprise license, Subscription-based license, Other
Source: Vendor RFI	

SAPIENS: TIA ENTERPRISE (CLAIMS)

Company and Product Snapshot

Fable 25: Company Snapshot			
Year Founded	1982		
Headquarters	Holon, Israel		
Number of Employees	5,300		
Revenues (USD)	\$475M		
Financial Structure	Public company NASDAQ: SPNS		
VendorMatch Link	https://www.celent.com/vendormatch/discov y/solutions/351344993		
Source: Vendor RFI			
Fable 26: Product Snapshot			
Name	Tia Enterprise (Polio Claims)	y, Billing,	
Year Originally Released	1997		
Current Release and Date of Release	Tia 7.13		
Revenue Derived from the Product	Financial statement at https://www.sapier relations/sec-filings	ns.com/investor	
R&D Expense	Sapiens typically in total revenue in the		
FTEs Providing Professional Services for	Product 230		
Notable Clients	PetsBest, Old Mutu Alm Brand Group, N Nederlanden (OHR/ Allianz UK, Lattitude Colombia, Generali (LaCaja) and Genera Bridge (Chille), Bryt	Nationale- A, NN Poland), e, Zurich Brazil, Argentina ali Brazil, South	

Source: Vendor RFI

Celent Opinion

Summary

TIA Enterprise P&C claims solution has a proven track record of implementation in multiple countries and regions, with a large client base in production. This demonstrates its flexibility and adaptability to meet the specific needs of insurers in different markets. Looking ahead, Sapiens has a road map for future enhancements, including the introduction of a modern UI called Workbenches, and the expansion of REST API points. Sapiens is also in the process of developing the new Claims Next solution for claims process management and orchestration suitable for all Sapiens core systems. This reflects Sapiens's commitment to investing further in the solution and increasing integration with 'its ecosystem.

These ongoing investments suggest the potential for significant improvements in the future, making the TIA Enterprise P&C claims solution an attractive option for small to mid-size insurers seeking a mature P&C claims solution, which is available as part of an end-to-end core insurance platform or on a stand-alone basis.

Strengths

- The UI is well-organized, providing a comprehensive view of available features. The system includes a side panel menu and a quick search bar offering universal search capability for easy and efficient navigation.
- The FNOL process is straightforward, and the integration with Google Maps allows users to select an approximate location if the exact address is unknown. The system can manage payments and reserves limits with a high level of granularity. Additionally, the system offers advanced functionality such as a fraud-detection scorecard feature, and supervisors have excellent management abilities. BI and analytics capabilities are available through the integration with Sapiens Intelligence tool (additional license required).
- Non-technical users can customize the columns and tabs on the home page and other screens using drag-and-drop functionality. The solution also provides configurability options through menu-based actions, allowing users to create new data elements (e.g., new question fields) and further customize the UI to some extent.

Areas for Improvement

- While the system allows for some customization of the UI, enhancing the capabilities for more complex customizations without requiring coding would be advantageous.
- As there is no built-in functionality for users to create workflow approvals, it is currently done by the implementation team. In addition, incorporating a visual workflow diagramming tool would also be beneficial.

• While clients can store documents, the system does not have document creation or document management capabilities. Integration with another system is necessary for these functionalities.

Functionality

Table 27: Suite Availability

	Availability
Policy Administration	V
Billing	✓
Reinsurance	✓
Rating Engine	✓
Digital Tools	
Distribution Management	✓
Business Intelligence	
Data Warehouse	
<u>Legend</u> : \checkmark = Integrated into the Module; \blacksquare = Separate Module available vendor; x = Not available	ble from this vendor; $ullet$ = Through another
Source: Vendor RFI	

Table 28: Functionality

Category	Function	In Production	Supported But Not in Production	Not Supported
Dealstan	User desktop / workbench			
Desktop	Claims overview			
	Upload ACORD or FNOL			
Data Services	Integration and prefill with third party data			
	Includes a correspondence and forms library	•		
Documents	Configurable business rules to support			
	Includes a content repository and document management	•		
	Includes a notes facility			
Notes	Ability to search text within notes and diaries	•		
	Escalation based on authority			
Supervisory Tools	Dashboard to manage employee's workload	•		
	Automated underwriter assignment			

		In	Supported But Not in	Not
Category	Function	Production	Production	Supported
	Out-of-office / vacation rules			
	Automatic task generation			
	Ability to consume FNOL from multiple sources			
FNOL/FROI	Supports submission of additional attachments			
	Can use party's preferred communication method			
	Location-based guidance at time of FNOL			
Injury	Track utilization review and recertification			
Management	Can create, document, and track special programs such as return-to-work	٠		
	Can display alerts			
Claim	Can document the case strategy			
Investigation	Automatic ordering of third party data	•		
	Ability to specify automatic default initial reserves based on business rules	٠		
Reserving	Multiple levels of reserve categories	•		
	Aggregate tracking (erosion of policy limits)			
	Deductible tracking			
	Recurring payments			
Payments	Multiple pay parties (e.g., garnishments)	•		
	Ability to make bulk payments for a single vendor combined in a single disbursement	٠		
Subrogation and Recoveries	Separate tasks, workflow, diaries, and business rules for subrogated cases			
Fraud	Workflows specific to fraud and special investigations			
Litigation Management	Separate tasks, workflow, diaries, and business rules for litigated cases			
Vendor Management	Vendor management tools			
Reinsurance	Manually tag a claim when reinsurance applies			
	Automatically identify claims subject to reinsurance			

Category	Function		In Productio	Supported But Not in Production	Not Supported
	Ability	Ability to define catastrophes Automatic identification of cat claims			
Catastrophe					
	Ability to track hours/activities				
ΤΡΑ	Ability to manage different fee schedules				
Support for Lloyds		t for the Electronic File (ECF2)	•		
Claims Processes	Support for ECF Write Back		•		
Available out of the bo	= Available out of the box = Configurable through language/coding			= Under developmer road map	nt / on
		= Available with integrat third party solution	on to a () = Could develop, would be considered customization		
= Configurable using simp tools for IT user	ole			🛑 = Not available / not	applicable
Source: Vendor RFI					

Lines of Business Supported

Table 29: Lines of Business Supported

Line of Business	NA	EMEA	APAC	LATAM
Personal Auto		~		~
Homeowners / Home		~		~
Renters / Contents		~		~
Umbrella		~		
Commercial Auto		~		~
Commercial Property		~		~
Commercial Liability		~		~
Workers' Compensation		~		~
Medical Professional Liability				
Other Professional Liability		~		
Business Owners Policy (BOP)		~		
Surety & Fidelity		~		
Excess Policies		~		
Directors and Officers Liability		~		~
<u>Legend</u> : \checkmark = In production; \square = Supported but not in	production; $\mathbf{x} = Not$	supported		
Source: Vendor RFI				

Customer Base

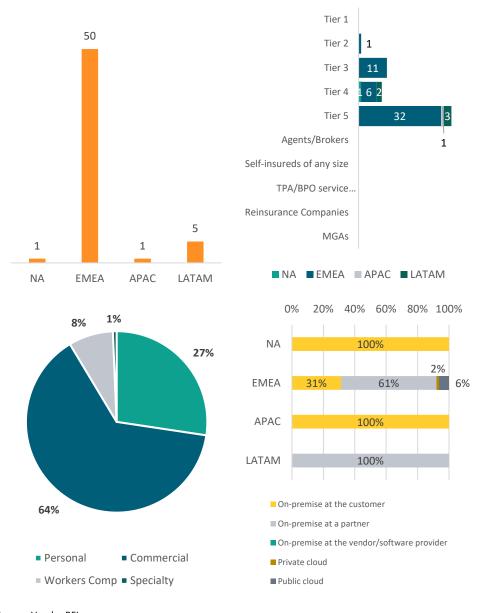


Figure 3: Client Base by Size and Deployment Option (Global)

Source: Vendor RFI

Table 30: Implementations by Country

Region	Countries
North America	United States
Europe	Czech Republic, Denmark, Estonia, Faroe Islands, Finland, Germany, Iceland, Ireland, Latvia, Lithuania, Netherlands, Norway, Poland, Portugal, Sweden, United Kingdom

Region	Countries
Middle East	
Africa	Angola, Namibia, South Africa, Botswana, Nigeria
Asia-Pacific	Australia
Central America	
South America	Argentina, Brazil, Colombia, Chile
Caribbean	
Source: Vendor RFI	

Technology

Table 31: Technology Options

Code Base	Java: 20%;	JavaScript: 10%; PL/SQL: 60%; Other: 10%
Integration Methods	RESTful HT	es; XML (not through webservices); HTML; HTTP; TP-style services; JSON format; /JMS/Similar queue technology; Custom APIs; Flat
API Details	~	The API is documented
	~	External systems can trigger an event in the system, which can be responded to by a workflow or business rules system
	×	API management supports local or global standards, such as ACORD application creation and rendering
	✓	API sample codes are available to clients
	~	API developer portal is available for support and descriptions
	~	API testing portal and the ability to use scripts on website is available
	~	The system allows API publishing in SOAP, REST, JSON, and XML-style services as APIs
	~	API version management is available
	~	Access to the APIs is managed, and use of APIs tracked by developers
	_~	Training in extending the system is offered

Table 32: SaaS Capabilities

Elements	Availability
Support a multi-tenant architecture	×

Elements	Availability
Type of effort required to update the solution	Project-based with expert professional services
Cadence of upgrades for multi-tenant deployments	×
Deployment approach supports elasticity	Yes, within less than a day
Current APIs-related strategy	Enabled by consumable APIs
Ability of the deployment model to leverage a serverless approach	×
Ability to enable independent services (microservices)	~
Proportion of the system architected as microservices	Under 25%
Support automation of development and deployment processes (DevOps)	~
Ability to run and deploy under containers to improve the application deployment	~
Need for containerization to run in a cloud	~
Ability of the system's functions and capabilities to be distributed among a private cloud and a public cloud	~
Legend: ✓ = Yes x = No	
Source: Vendor RFI	

Table 33: Change Tooling and Upgrades

Types of Changes	Availability
Business Rule Definition	~
Data Definition	~
Table Maintenance, List of Values, etc.	~
Interface Definition	
Product Definition	•
Role-Based Security, Access Control, and Authorizations	v
Screen Definition	•
Workflow Definition	✓
Logond: u = Configurable via tools for business users: 🗆 = Configurable via tools	for IT usors: 🗖 – Configur

<u>Legend</u>: \checkmark = Configurable via tools for business users; \Box = Configurable via tools for IT users; \blacksquare = Configurable via the vendor; \ominus = Configurable via scripting; \bullet = Coding required; x = Not available

Source: Vendor RFI

Table 34: Public Cloud Options

Providers	NA	EMEA	APAC	LATAM
Microsoft Azure		*		
Amazon AWS				
Google Cloud Platform (GCP)	×	×	×	×

Providers	NA	EMEA	APAC	LATAM
Alibaba Cloud	×	×	×	×
IBM Cloud / Bluemix	×	×	×	×
Oracle Cloud		~		
Salesforce Cloud, Force.com, AppExchange	×	×	×	×
Other	×	×	×	×
<u>Legend</u> : \checkmark = In production; \square = Supported but n	not in production; \mathbf{x}	= Not supported		
Source: Vendor RFI				

Partnerships

Type of Partnership	Partner Vendor
System Integrators	Accenture, CGI, Deloitte, and NTT Data
Fintech Partners	An up-to-date list of third party applications can be found at: https://sapiens.com/partners/.

Implementation, Support, and Pricing

Typical Implementation Team Size	11 to 15	
Resource Breakdown	EMEA:	
	Vendor: 50%; Client: 30%; Third party: 20% LATAM:	
	Vendor 10%; Client: 30%; Third party: 60%	
	North America:	
	Vendor 60%; Client: 40%; Third party: 0%	
	APAC:	
	Vendor 30%; Client: 50%; Third party: 20%	
Location of Employees	Sapiens has 212 employees in EMEA, 18 employees in Asia Pacific	
Average Time to Implementation	Initial Implementation: 4 to 6 months	
	2 nd and subsequent line of business: 1 to 3 months	
	2 nd and subsequent states/jurisdictions: 1 to 3 months	

Pricing Models	Term license, Perpetual license, Enterprise license, Subscription-based license
Source: Vendor RFI	

RELATED CELENT RESEARCH

So You Want to Buy A Claims System February, 2024

Dimensions: IT Pressures and Priorities 2024: Asia-Pacific Edition February 2024

ITC 2023 - A Summary Of Legacy Transformation Sessions February 2024

Parametric Insurance: Pioneering Resilience In The Face Of Social And Climate Change December 2023

Technology Trends Previsory: P&C Insurance, 2024 Edition November 2023

Beyond Human Intelligence: Unleashing The Power Of Large Language Models In P&C Insurance September 2023

Extracting Value From 'The Air Up There' March 2023

How SaaSy Are You?: Fact Checking the Ambiguity of SaaS Dimensions January 2023

Insurance Fraud Detection Solutions: 2022 Property Casualty Insurance Edition A Celent Solution Scape: Powered by VendorMatch September 2022

Taking a Pulse on Touchless Claims: An Industry-Wide Survey August 2022

Oman Insurance: Touchless Motor Vehicle Claims March 2022

Exploring The Wide World of P&C Claims Insurtechs Cutting Though The Noise February 2022

Unlocking The Value of Touchless Claims August 2021

LEVERAGING CELENT'S EXPERTISE

If you found this report valuable, you might consider engaging with Celent for custom analysis and research. Our collective experience and the knowledge we gained while working on this report can help you streamline the creation, refinement, or execution of your strategies.

Support for Financial Institutions

Typical projects we support include:

Vendor short listing and selection. We perform discovery specific to you and your business to better understand your unique needs. We then create and administer a custom RFI to selected vendors to assist you in making rapid and accurate vendor choices.

Business practice evaluations. We spend time evaluating your business processes and requirements. Based on our knowledge of the market, we identify potential process or technology constraints and provide clear insights that will help you implement industry best practices.

IT and business strategy creation. We collect perspectives from your executive team, your front line business and IT staff, and your customers. We then analyze your current position, institutional capabilities, and technology against your goals. If necessary, we help you reformulate your technology and business plans to address short-term and long-term needs.

Support for Vendors

We provide services that help you refine your product and service offerings. Examples include:

Product and service strategy evaluation. We help you assess your market position in terms of functionality, technology, and services. Our strategy workshops will help you target the right customers and map your offerings to their needs.

Market messaging and collateral review. Based on our extensive experience with your potential clients, we assess your marketing and sales materials—including your website and any collateral.

COPYRIGHT NOTICE

Copyright 2024 Celent, a division of Oliver Wyman, Inc., which is a wholly owned subsidiary of Marsh & McLennan Companies [NYSE: MMC]. All rights reserved. This report may not be reproduced, copied or redistributed, in whole or in part, in any form or by any means, without the written permission of Celent, a division of Oliver Wyman ("Celent") and Celent accepts no liability whatsoever for the actions of third parties in this respect. Celent and any third party content providers whose content is included in this report are the sole copyright owners of the content in this report. Any third party content in this report has been included by Celent with the permission of the relevant content owner. Any use of this report by any third party is strictly prohibited without a license expressly granted by Celent. Any use of third party content included in this report is strictly prohibited without the express permission of the relevant content owner. This report is not intended for general circulation, nor is it to be used, reproduced, copied, quoted or distributed by third parties for any purpose other than those that may be set forth herein without the prior written permission of Celent. Neither all nor any part of the contents of this report, or any opinions expressed herein, shall be disseminated to the public through advertising media, public relations, news media, sales media, mail, direct transmittal, or any other public means of communications, without the prior written consent of Celent. Any violation of Celent's rights in this report will be enforced to the fullest extent of the law, including the pursuit of monetary damages and injunctive relief in the event of any breach of the foregoing restrictions.

This report is not a substitute for tailored professional advice on how a specific financial institution should execute its strategy. This report is not investment advice and should not be relied on for such advice or as a substitute for consultation with professional accountants, tax, legal or financial advisers. Celent has made every effort to use reliable, up-to-date and comprehensive information and analysis, but all information is provided without warranty of any kind, express or implied. Information furnished by others, upon which all or portions of this report are based, is believed to be reliable but has not been verified, and no warranty is given as to the accuracy of such information. Public information and industry and statistical data, are from sources we deem to be reliable; however, we make no representation as to the accuracy or completeness of such information and have accepted the information without further verification.

Celent disclaims any responsibility to update the information or conclusions in this report. Celent accepts no liability for any loss arising from any action taken or refrained from as a result of information contained in this report or any reports or sources of information referred to herein, or for any consequential, special or similar damages even if advised of the possibility of such damages.

There are no third party beneficiaries with respect to this report, and we accept no liability to any third party. The opinions expressed herein are valid only for the purpose stated herein and as of the date of this report.

No responsibility is taken for changes in market conditions or laws or regulations and no obligation is assumed to revise this report to reflect changes, events or conditions, which occur subsequent to the date hereof.

For more information please contact info@celent.com or:

Karun Arathilkarathil@celent.comFabio Sarricofsarrico@celent.com

Americas	EMEA	Asia-Pacific
USA 99 High Street, 32 nd Floor Boston, MA 02110-2320 +1.617.424.3200	Switzerland Tessinerplatz 5 Zurich 8027 +41.44.5533.333	Japan Midtown Tower 16F 9-7-1, Akasaka Minato-ku, Tokyo 107-6216 +81.3.6871.7008
USA 1166 Avenue of the Americas New York, NY 10036 +1.212.345.8000	France 1 Rue Euler Paris 75008 +33 1 45 02 30 00	Hong Kong Unit 04, 9 th Floor Central Plaza 18 Harbour Road Wanchai +852 2301 7500
USA Four Embarcadero Center Suite 1100 San Francisco, CA 94111 +1.415.743.7800	Italy Galleria San Babila 4B Milan 20122 +39.02.305.771	Singapore 8 Marina View Asia Square Tower 1 #09-07 Singapore 018960 +65 6510 9700
Brazil Rua Arquiteto Olavo Redig de Campos, 105 Edifício EZ Tower – Torre B – 26º andar 04711-904 – São Paulo	United Kingdom 55 Baker Street London W1U 8EW +44.20.7333.8333	

+55 11 3878 2000