sapiens

Customer Spotlight

Life After Go-Live: What Production Taught Customers

sapiens ignite 2026

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Life after Go-Live

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Erie Family Life Insurance Company

ABOUT ERIE INSURANCE



Founded in 1925
by H.O. Hirt & O.G. Crawford

12 states
& the District of Columbia

6,700
Employees

Nearly 7 million
policies in force

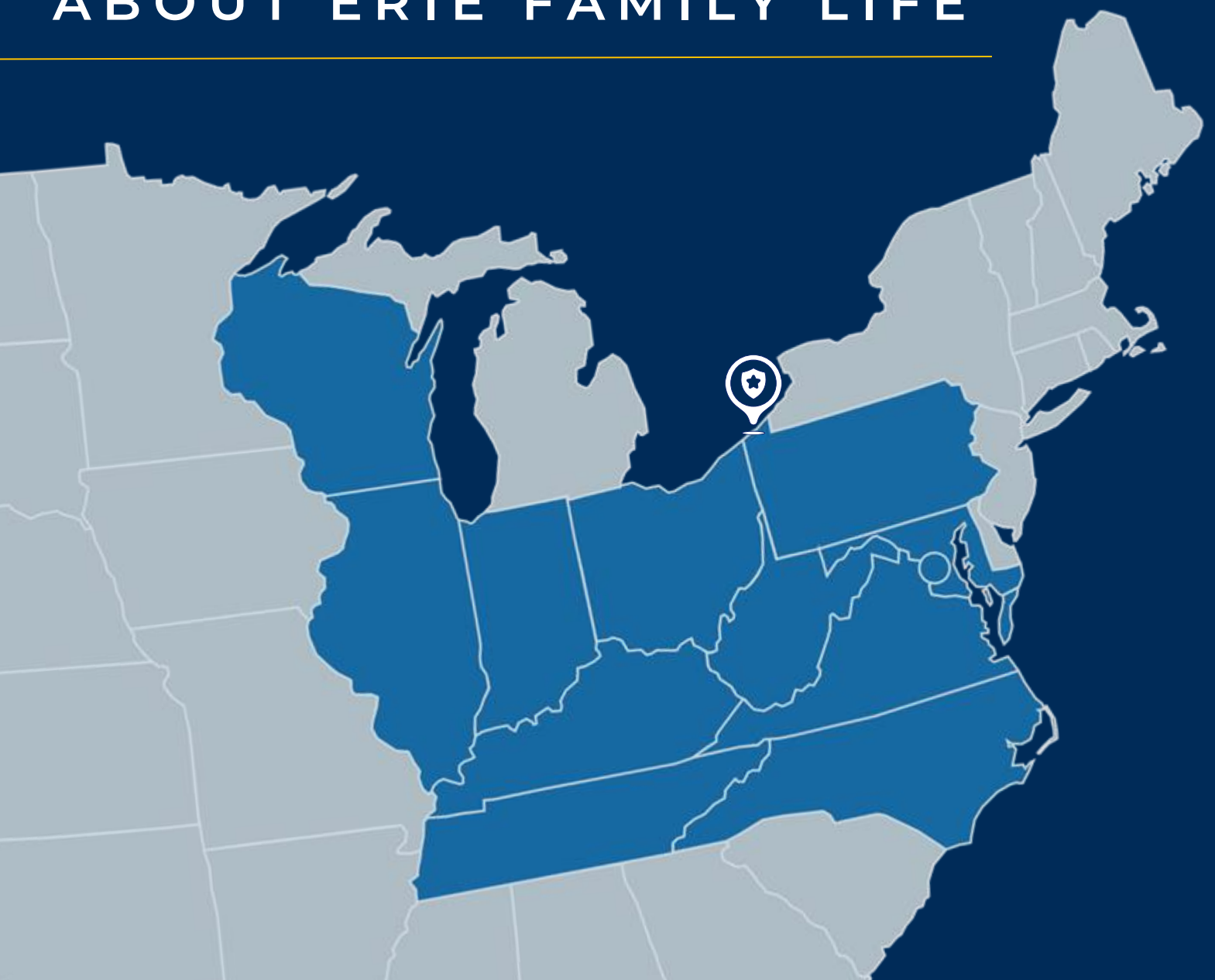
Over $13 billion
gross written premium

14,000+
independent agents

Fortune 500
ranking

sapiens

ABOUT ERIE FAMILY LIFE



Founded in 1967
in Erie, Pennsylvania

11 states
& the District of Columbia

~ 100
Employees

~ 400,000
policies in force

~ $330 million
direct written premium

Modernization: Why Now

- We needed a foundation that could support growth
- Scale the Life business
  - Reduce manual work
  - Increase flexibility

Erie Insurance®

ERIE & Sapiens: The Partnership

Go-live was a milestone — not the finish line

UWPro
Underwriting

CoreSuite Life + DataSuite
Term + whole life

Erie Insurance®

The Rollout

What production taught us

- Align dependencies earlier
- Define acceptance upfront
- Make risk ownership clear

Erie Insurance®

What Comes Next

Apply what we learned. Keep moving.

- Complete remaining capabilities
- Add products
- Migrate policies
- Expand self-service

Erie Insurance®

Life after Go-Live

JAKE CORBIN

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Thank You

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