sapiens

Copic | MPL Breakout Session

New Tool, New Rules

Surviving & Thriving with GhostDraft

sapiens ignite 2026

Samuel Adams, Senior Application Developer, Copic

Speaker Intro



Samuel Adams

Senior Application Developer

Copic

sapiens

Agenda

1. About Our Organization
2. Challenges & Opportunities
3. Our Sapiens Partnership
4. Our Outcomes & Opportunities



sapiens

About Our Organization



- Founded by physicians in 1981, Copic is a leading medical liability insurer known for innovative programs, strong defense, and support that goes beyond coverage
- Copic partners with physicians, medical professionals, group practices, and healthcare facilities to make medicine safer for everyone it serves
- www.copic.com

Challenges and Opportunities

Copic's legacy forms technology Business Objects/Crystal had grown cumbersome, and in-house expertise was increasingly hard to find

The next Sapiens MPL upgrade path didn't support Copic's existing BOE forms model, and forms conversion was set to become the longest pole in that upgrade

Rather than risk stalling the upgrade, Copic decided to move its forms to Sapiens and GhostDraft

Our Sapiens Partnership

Live on GhostDraft since April 2026, with Sapiens supporting the heaviest lift: data mapping for the initial batches of forms

Configuration didn't change, the same form setup now simply routes output to GhostDraft instead of BOE, so there was no new paradigm to learn

Legacy and GhostDraft run in parallel, letting Copic migrate forms at its own pace with no disruption to end users

Lesson learned:
get ahead of data mapping early, and line up the next batch of forms like invoices before finishing the current one

sapiens

Our Outcomes and Opportunities

01

New form batches went live in a matter of months once the initial data model was built: new forms now take a day or two instead of weeks

02

Copic now uses the GhostDraft API directly, independent of Sapiens

03

A better front-end experience for end users: fewer policies issued with errors, and no visible difference between GhostDraft and legacy forms output

Goal:
every standard insurance form about 130 RRG forms migrated off legacy by the end of 2026, with invoices as the next major project

sapiens ignite 2026

Thank You!

Samuel Adams

Senior Application Developer, Copic

www.copic.com

sapiens