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Sapiens Medical Professional Liability

SaaS Offering

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Overview

Jonathan Cohen
Bill Davidshofer

Speakers Intro



Jonathan Cohen

Vice President, Application Services

Sapiens

Jonathan.Cohen@sapiens.com



Bill Davidshofer

Manager of Software Support

Sapiens

Bill.Davidshofer@sapiens.com

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Agenda

1. Benefits
2. Cloud Services
3. Application Services
4. Support Model
5. Q&A
6. Thank You



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Sapiens SaaS Benefits

1 All Inclusive - Cloud, Support, Security, Monitoring, Governance & More

- Provide a single subscription engagement
- Sapiens takes full ownership of platform operations end-to end
- Empower customers to focus on business, not technical platform maintenance

2 Updates - Often and Included

- Patches, updates, bug fixes, and other minor releases are provided regularly during scheduled maintenance windows – without any effort on your part
- Major releases ("Core Upgrades") are included in the SaaS fee. Stay current with predictable costs

3 Platform Offering for Enhanced Productivity & Innovation

- Leverage SapiensAIP, only available in the cloud
- Data Analytics, digital portals, decision engines and more are easily deployed alongside core solutions

4 Performance & Reliability - Shift the Risk

- Sapiens fully manages all aspects of the core solution, including monitoring, security, updates and more to ensure >99.9% availability
- Leverage modern cloud architecture for intelligent scaling to ensure performance
- Enterprise hosting, compliance and security

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The 3 Pillars of Sapiens SaaS



Cloud Management

- Hosting
- Database Management
- Backup / Restore
- Disaster Recovery
- Deployment Services
- Security Operations
- Infrastructure Capacity and Planning



Service Management

- ITIL based Processes
- Monitoring
- Governance
- Service Management
- 24/7 Service Desk
  - Unified Support
- Incident Management
- Major Event Management
- Access Management
- Vendor Management



Core App Management

- Applications Features
- Application Operations
- Application Release Support

1

Sapiens Cloud Services

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Sapiens Cloud by the Numbers

The operation behind every SaaS customer



24×7 service desk



Compliant: SOC / ISO / GDPR / DORA



Backed by a strategic partnership with Microsoft

150+
cloud customers

4
global support centers

200+
certified professionals

99.9%
availability

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Sapiens SaaS / Cloud Offering

Built on Azure / AWS

Cloud Hosting

Deployed on global cloud infrastructure

Scalability

Modern cloud architecture scales to match demand

Full Cloud Management

Sapiens manages infrastructure, platform, and application layers end-to-end

Security & Governance

Enterprise-grade security, compliance, and governance built in

Service Level Mgmt

Defined SLAs for uptime, incidents, and support response

Smooth Updates

Predictable, low-disruption release cadence

Hosting: Environments Management

Sapiens provides and fully manages every environment - clients retain direct access to all test environments.

Production

Fully managed by Sapiens - the live environment running your business

Production Support Test

Used for release/config testing, incident investigation, and final checks before production - clients keep direct access

Disaster Recovery

Standby environment with tested failover to keep the business running

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Resilience & Recovery You Can Count On

01

360° Monitoring

- 24×7 SOC observability and proactive alerting

02

Backup Standard

- Daily incremental- 30 days
- Weekly full - 4 weeks
- Monthly - 12 months
- Yearly - 1 year
- Transaction logs 0 every 15 min, 10-day retention

03

Disaster Recovery

- Cross-region failover
- RPO - 1 hour
- RTO - 12 hours
- DR tested annually

04

Restore on Demand

- Defined restore cadence included
- Ad-hoc restores supported via service request

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SaaS Application Services

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SaaS Application Services

Incident Triaging

AI-driven triage (Sapiens AI engine) with engineer validation for uninterrupted service delivery

Application Operations

Daily application operations and processing for enhanced user experience

Release & Deployment

Release support, deployment management, and requirements analysis for successful implementations

Integration Connectivity

Seamless integration connectivity verification and troubleshooting for optimal performance

Emergency Patches

Swiftly deploy emergency patches and verify core product issues to maintain system integrity

On-Call Support

Sapiens staff on-call round-the-clock to promptly address error notifications

Proprietary & Confidential

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Core Product Releases - You Stay in Control

SaaS does not mean forced upgrades - you set the timing



Predictable cadence

Published release schedule with full notes



Customer gate approval

You approve production upgrades; UAT in your sandbox



Your upgrade window

Scheduled around your business calendar



Customizations protected

Joint impact assessment and regression testing



Rollback ready

Tested rollback plan with your go/no-go sign-off



Security patches

Standard service windows; emergency with notice

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Support Model

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Support Model: One Team, Three Tiers

Tier 1: Service Desk

- Single point of contact for all SaaS issues
- 24×7 coverage for P1/P2 incidents
- Customer portal - tickets, status, knowledge base, AI Virtual Agent
- Customer Support Portal - exclusive channel, 24×7×365

Tier 2: Application & Cloud Ops

- Cloud and infrastructure engineers
- Integration and batch operations
- Database and performance experts
- Owns incident resolution end to end

Tier 3: Engineering & CSM

- Direct escalation path to product engineering
- Named Customer Success Manager
- Business reviews available on request - health, KPIs, value
- Roadmap input - your priorities matter

Continuous Improvement:

Trend analysis, proactive recommendations, best-practice sharing across our community

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Everything Your Platform Needs to Run, Included

Nine disciplines your teams carry today, delivered as one service

Service Levels

Contracted availability and response times, measured and reported monthly, with Sapiens accountable for the result.

Cloud Hardware

Compute, storage and network for every environment, sized to your volumes and optimized as they change.

Cloud Engineering

Environment build, patching, automation and day-to-day platform operations, run by certified engineers.

Security Operations

A 24x7 security operations center, with continuous hardening applied as standard.

Resilience and DR

High availability across zones, backup, and a disaster recovery plan that is tested rather than documented

Compliance

GDPR, SOC 2 and DORA obligations met within the service, with the evidence pack maintained for your auditors.

Core Upgrades

Core upgrades are embedded in the service, so staying current stops being a funded project.

Governance Reporting

Regular reporting on cost, capacity, service levels and security posture, so nothing runs unseen.

Product Expertise

The people who build and support the product also run the platform it sits n, so issues are diagnosed once.

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Questions?

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Thank you

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