

Case Study: Creating a Digital Business with People and Technology

Effective digital transformation
leveraging new technology and skills

Founded in the 1920s • A leading insurer with over \$40 B in revenue • Multi-line carrier that had grown through acquisitions • Manages >\$30 B in assets

Customer Challenge

A multi-line Fortune 500 insurer operating across the US had grown through recent acquisitions and wanted to create a single platform to deliver a great customer experience across all channels and products.

The company wanted to standardize business processes and decision-making logic across the organization. This required retiring multiple legacy platforms across operating companies and extending the existing Policy Administration System (PAS). The company also wanted to gain flexibility by separating decision logic from its PAS.

Breaking down the wall between IT and business-enabling business analysts to become self sufficient was another objective. Creating a business self-service capability for this group was essential.

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“We needed to replace our legacy infrastructure and empower our business analysts who are closest to the business. Now, our business analysts can make changes in decision logic and test the impact of changes on the business. This frees up IT involvement in making changes and generates cost savings.”

Client Executive

Solution

Sapiens Decision was integrated with Guidewire Policy Center to reduce time to market and operating costs. Sapiens established a Center of Excellence for the company's business analysts to drive the further adoption of Decision. Sapiens trained the client's business analysts to author, deploy, and manage rules organization-wide. Business analysts were enabled to use Decision to author policy directly to decision models, bypassing the process of having IT interpret business requirements.

Benefits



**Enabled business
self-service**



**Reduced IT
expenses**



**Improved
governance and control**

Outcomes and Benefits with Decision

- Enables business self-service by empowering business analysts to move beyond the traditional IT led change process
- Delivers the high level of service required to meet corporate standards while avoiding massive IT changes
- Allows business analysts to re-use logic models across multiple channels and products while supporting the company's strategy of one enterprise platform.

About Sapiens Decision

Sapiens Decision, a division of Sapiens International Corporation, transforms how businesses are approaching change, by modernizing traditional business rules management. Sapiens Decision is used by major corporations in Banking, Mortgage, Insurance, Retail and Public Sector to implement process automation and drive digital transformation. For more information visit sapiensdecision.com.

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