

# What CIOs want from Decision Management



We listen to CIOs every day as they share their challenges and frustrations in managing business rules across their organizations. Specifics vary, but some consistent themes have emerged from our conversations that provide insights on CIO pain points and underlying needs for Decision Management.

Our research provides a high level view of what CIOs want from a Decision Management solution. Data was collected over the past several months from our interactions with CIOs in the industries we serve. For more information on this study or to schedule a demo, please contact us.

## Priority Needs for Decision Management

Modernize Rules  
Technology

29%

Gain Operational  
Efficiencies

20%

Empower Business  
/Reduce IT  
Dependencies

17%

Increase  
Consistency

9%

Improve  
Governance &  
Transparency

9%

Transform  
Operations

8%

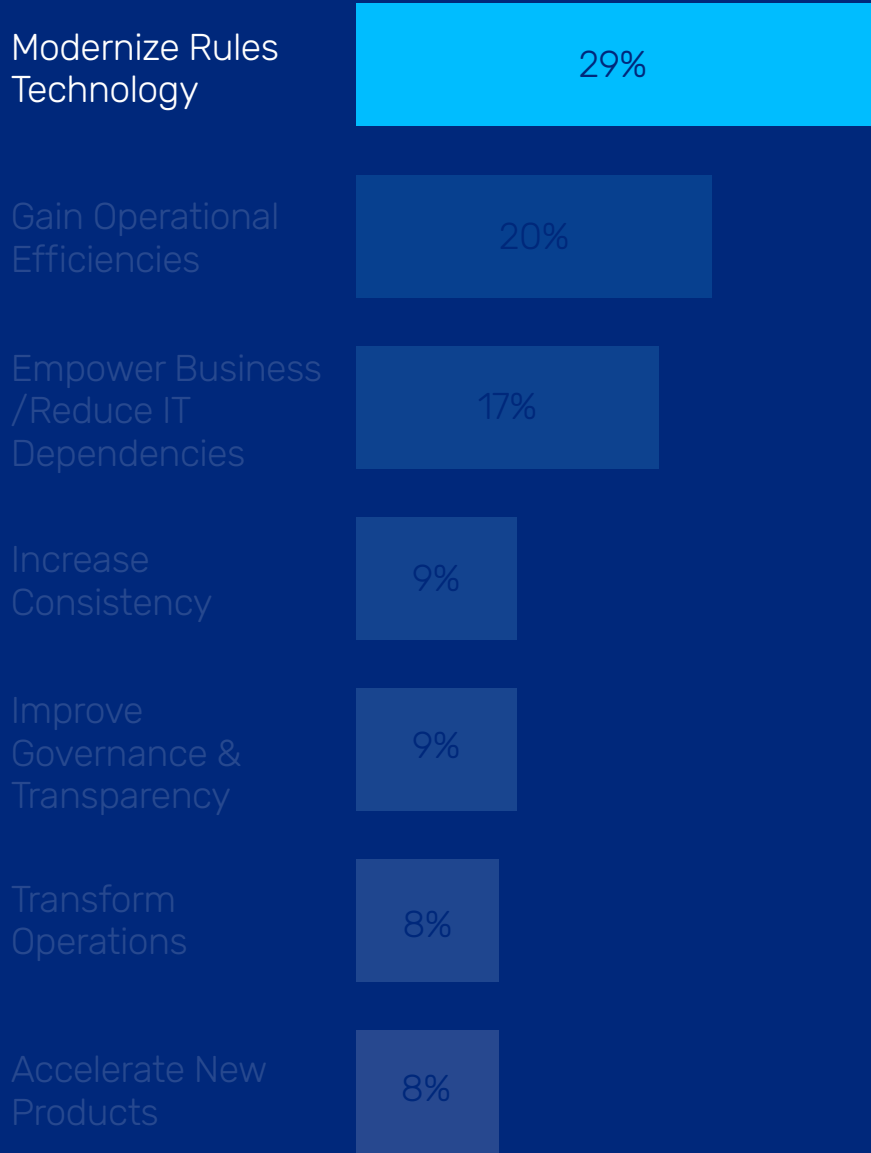
Accelerate New  
Products

8%





## Priority Needs for Decision Management



— ” —  
We’re facing a spaghetti nightmare  
— ” —

### The Challenge

A majority of CIOs expressed a need to modernize outdated rules engines that still use hardcoded rules, or replace rules in applications written languages that are now outdated. For many companies, logic requirements have exploded in complexity and scale, overwhelming their current systems.

### The Solution

Sapiens Decision manages rules separately from applications, making business logic independent of the technology. Our automated logic extraction capability creates decision models at scale from legacy applications.



“  
We don't  
want a  
full stack  
developer  
to configure  
the rules  
”

## Priority Needs for Decision Management



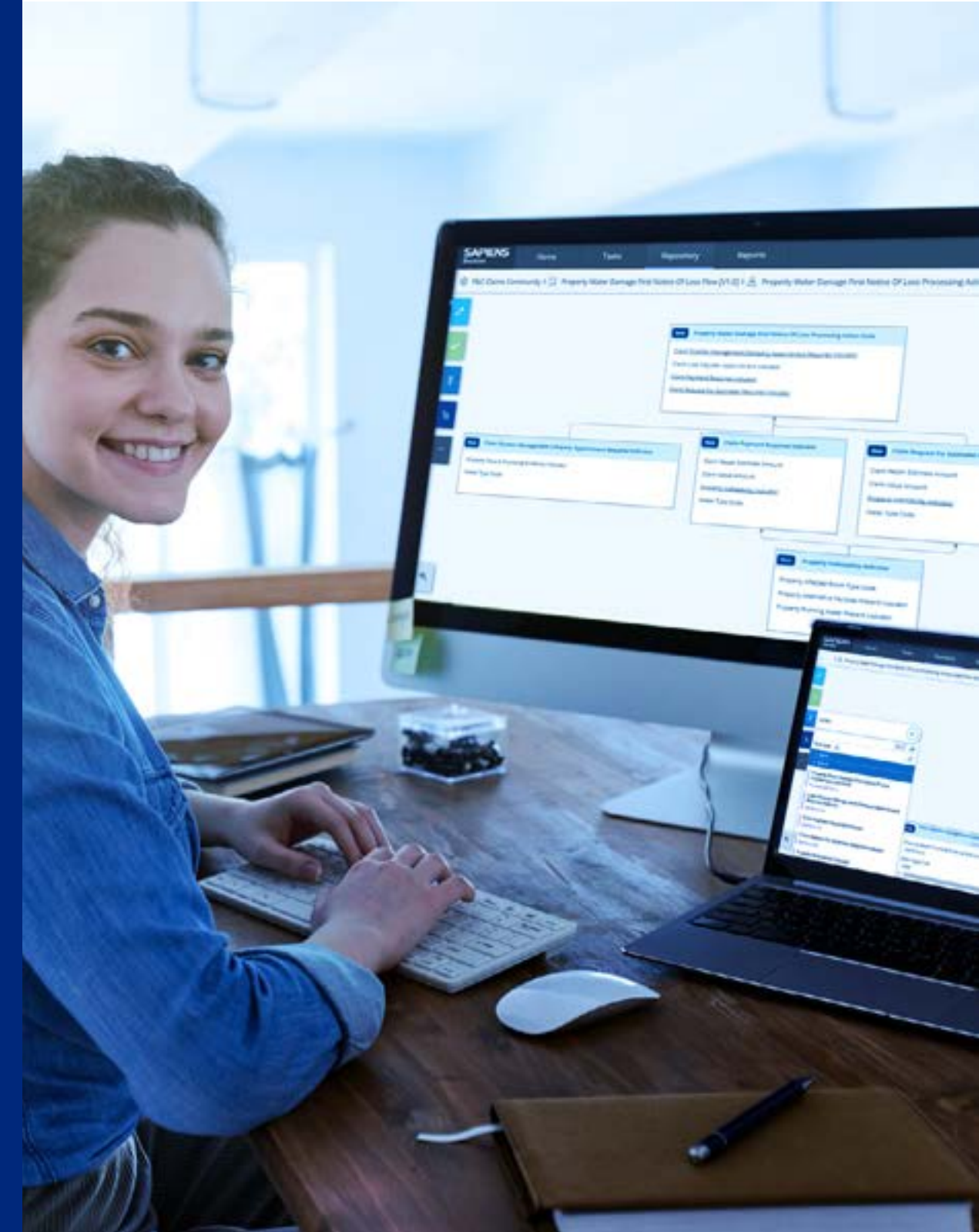
## The Challenge

CIOs are quick to recognize added time required to manage legacy rules technology puts unnecessary stress on organizational resources.

Update cycles can take weeks, or even months and these costs add up.

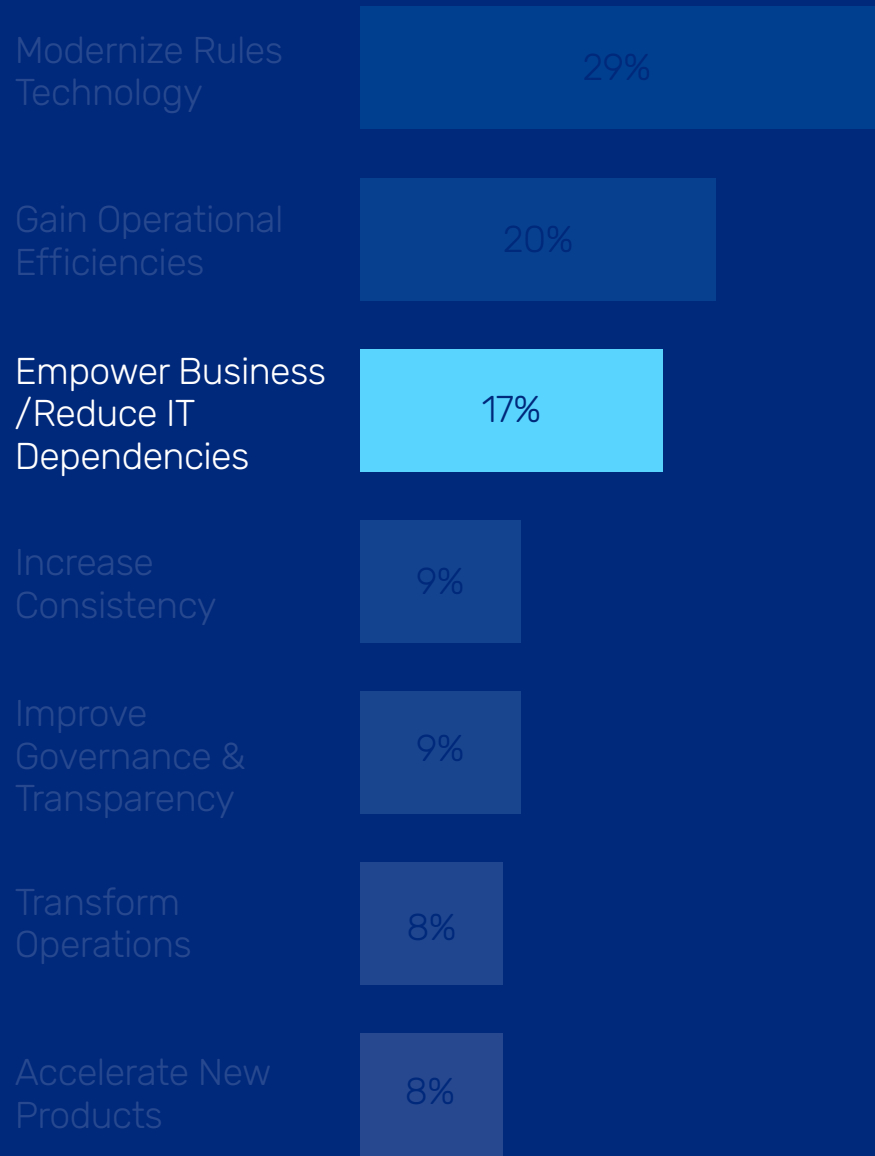
## The Solution

Update cycles are typically 5-10x faster with Sapiens Decision. CIOs can reallocate resources from rules updates to higher value IT projects.





## Priority Needs for Decision Management



—”—  
Remove the IT bottleneck by giving the business the ability to update their logic  
—”—

### The Challenge

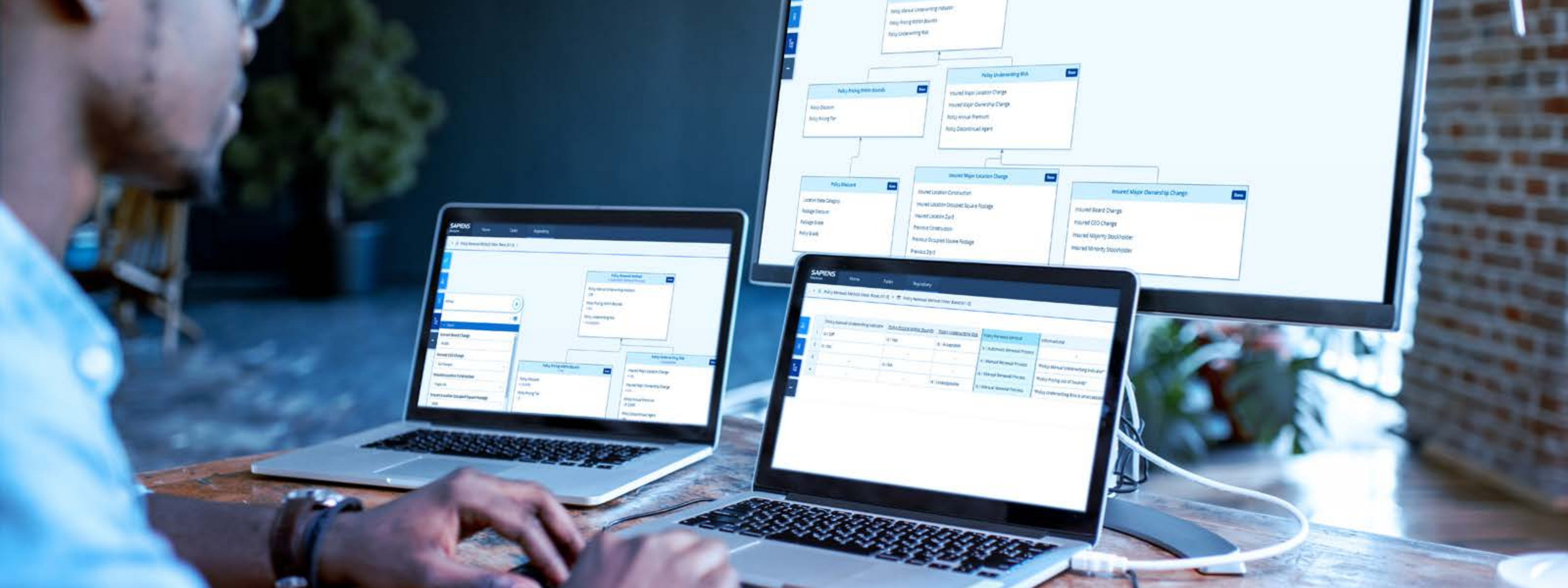
These needs can be two sides of the same coin for many CIOs. IT teams would, of course, prefer to reduce the time spent on updating and maintaining business rules. And Business analysts, who understand and interpret business policies, would benefit by being more actively engaged in updates.

### The Solution

Our highly visual, no-code tools empower business analysts to complete updates directly and reduce the organization’s reliance on IT for changes.



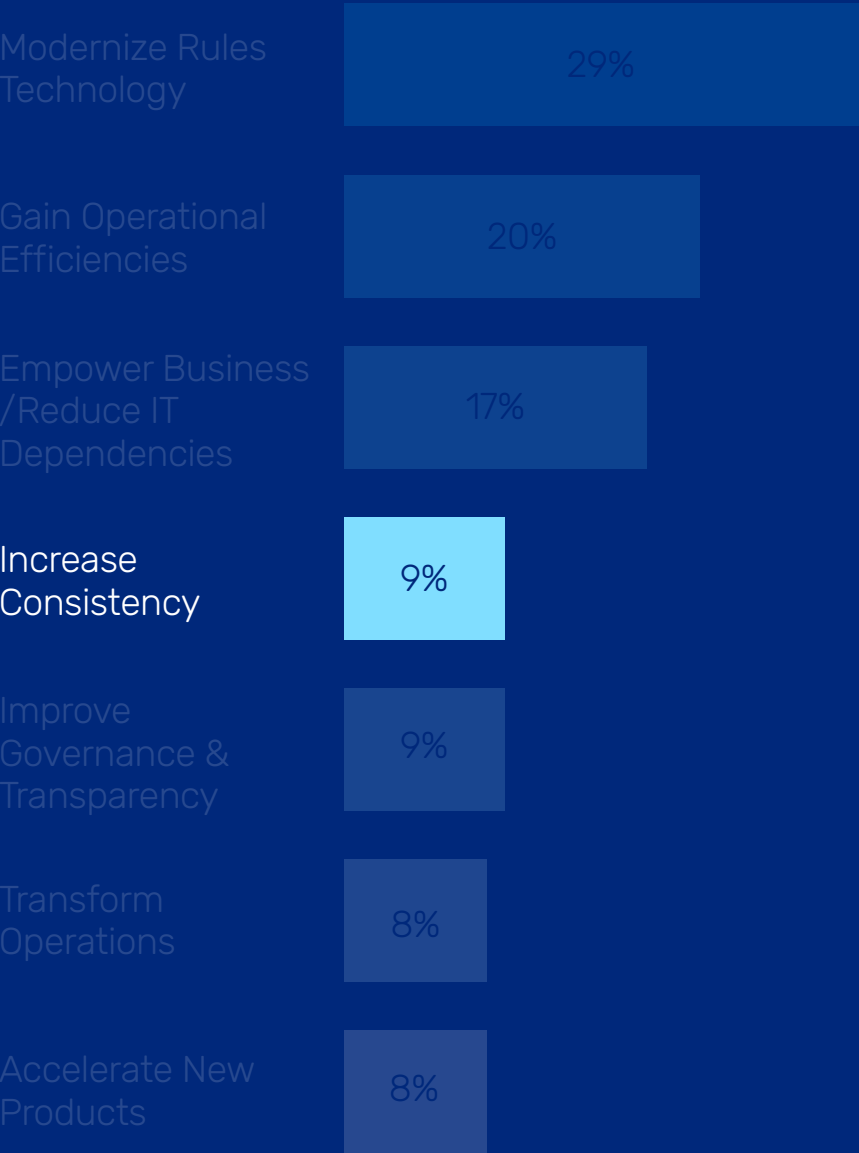








## Priority Needs for Decision Management



— ” —

We need to understand 40,000 pages of PDFs to code rules correctly

— ” —

## The Challenge

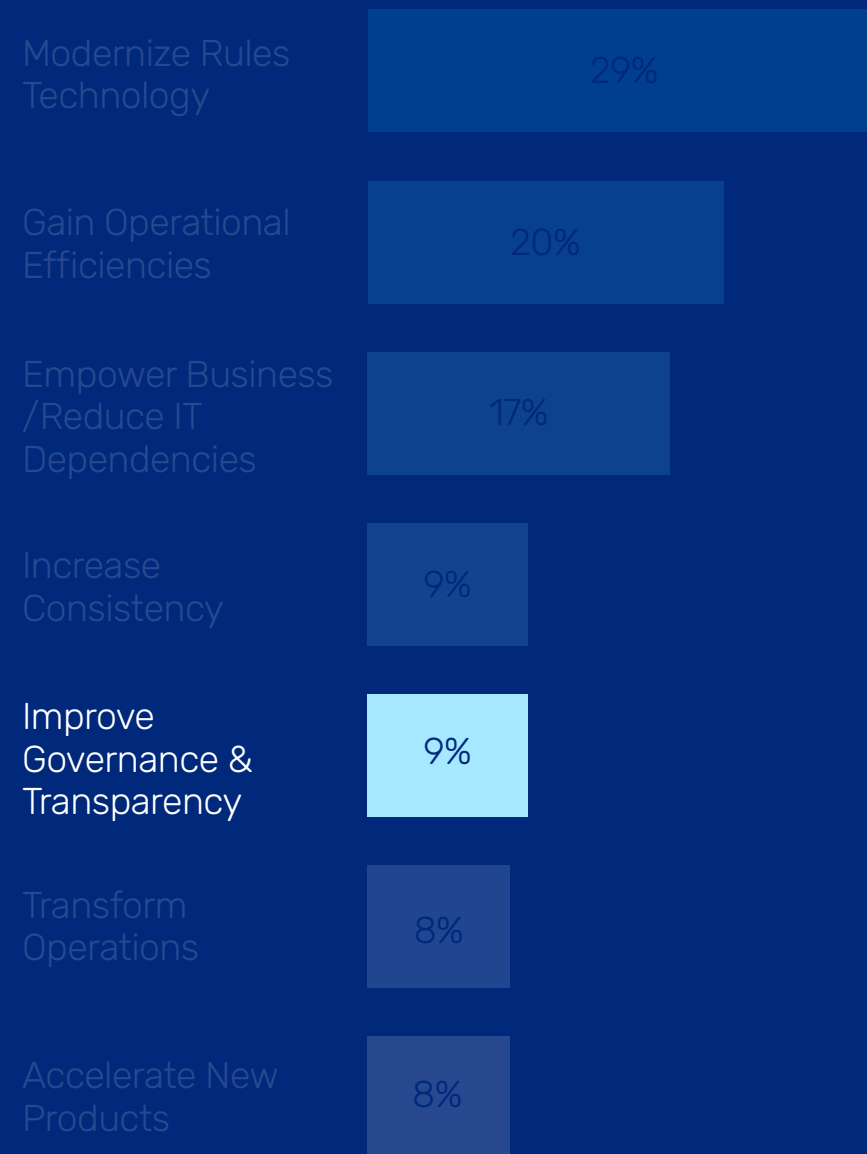
Lack of consistency is a major contributor to poor quality and rework. Ambiguity in policies invites misinterpretation and process errors when unclear policies are translated into code. Organizations still depend on both tribal knowledge and SMEs to ensure the policy changes are accurately interpreted and implemented.

## The Solution

Sapiens Decision is based on The Decision Model (TDM) standard. This standard and our methodology ensures decision models represent the most stable, consistent and accurate representation of logic. Certification in Decision Modeler based on TDM is available.

“  
We need  
to manage  
rules  
separate  
from  
applications  
”

## Priority Needs for Decision Management



## The Challenge

CIOs want to ensure their business rules can be easily managed across the enterprise and deployed through an effective governance process that's fully auditable. Regulatory and compliance challenges are created when business logic cannot be tracked throughout change cycles.

## The Solution

Externalized logic enables more effective centralized rules management across the enterprise. Full traceability of logic changes with Sapiens Decision addresses robust compliance requirements.





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Transform  
Operations

8%

Accelerate New  
Products

8%

—”

Senior  
Management  
is looking at  
us to lead  
continuous  
improvement  
within the  
company

—”

### The Challenge

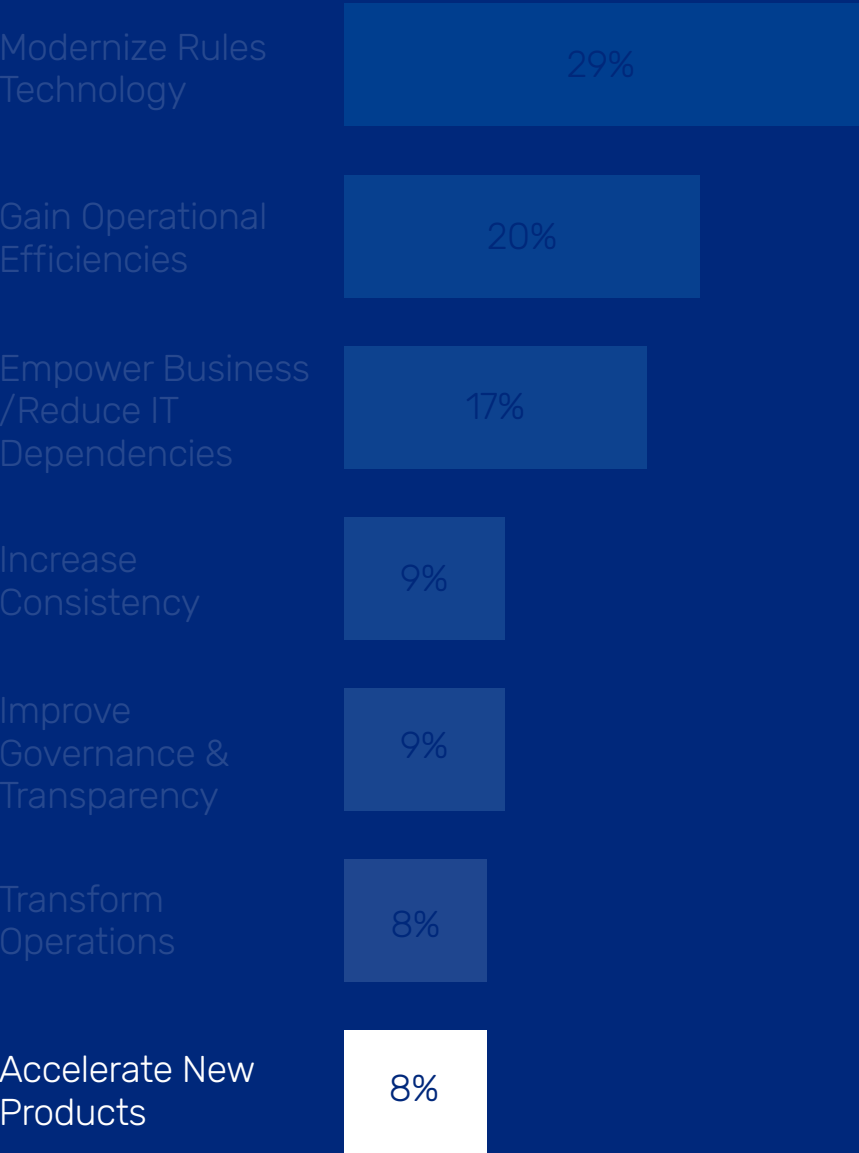
CIOs with a view of continuous improvement look for capabilities to enable transformation at both a process and technology level. Speed is critical when managing business logic updates and deployments.

### The Solution

Sapiens Decision decouples Business and IT cycle dependencies, enabling an agile business rule lifecycle.



## Priority Needs for Decision Management



— ” —

We want to configure new rules without needing a full product release

— ” —

## The Challenge

Getting new products to market quickly requires skilled IT resources and accurate interpretation of product owner requirements. The process can be slowed with rework and additional testing if requirements are not met.

## The Solution

Sapiens Decision no-code tools allow product owners with no coding background to define product business logic, complete testing and generate executable code automatically.





## Sapiens Decision redefines the relationship between IT and Business

CIOs recognize a clear need for Decision Management capabilities throughout the enterprise reflected by a growing range of use cases, supporting operational efficiency to new product development and digital transformation. Sapiens Decision's capability to separate business logic from its underlying technology and enabling business users to manage logic centrally with no code tools is essential for business agility.