



## Mend Helps Sapiens Reduce Costs and Improve Customer Experience

Sapiens gains greater visibility into their open source use, significantly improving the customer experience with automated reports

## About Sapiens

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Sapiens is a leading global provider of software solutions for the insurance industry. For almost 40 years, Sapiens has delivered software solutions to more than 130 financial services organizations worldwide. The Sapiens team of more than 2,500 professionals operates through fully owned subsidiaries in North America, the United Kingdom, EMEA, and Asia Pacific.

## The Challenge

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At Sapiens, more than 400 R&D personnel use open source components to speed up software development, shorten time to market, and reduce development costs.

As a publicly traded company, Sapiens is required by law to disclose the open source components in its software. In addition, because Sapiens' sells into the financial services and insurance industries, they must meet stringent compliance standards and numerous regulations, including Sarbanes-Oxley and HIPAA in the United States and NIS in Europe. Sapiens must also provide its customers detailed open source reports when they deliver their solution and with each new release.

Though understanding the risks associated with open source usage is essential for Sapiens to protect their IP, the process was difficult and costly to manage.

"We always ensured that our open source components were properly documented and managed, but the cost was extremely high," says Gil Maletski, CTO, Property & Casualty Division at Sapiens. Sapiens manually tracked open source licenses and vulnerabilities, an inefficient and labor-intensive job. "Someone from my team had to drop everything else they were doing to collect the information. It took three days, on average, to produce the full report, a tedious and time-consuming task," says Maletski.

"My team managed the process of adding open source components to our framework. Version updates and security vulnerability alerts had to be tracked manually, which was difficult. And creating open source reports when we needed them was always a headache." Sapiens needed a solution to automate this process.

"Mend enables us to provide our customers with the comprehensive, open source reports they require, without disrupting our work."

Gil Maletski, CTO, Property & Casualty Division, Sapiens



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## The Mend Solution

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Sapiens needed a solution to manage the growing number of open source components in its software. One of their base-line requirements was a tool that automatically generated open source inventory reports.



“We looked for a solution that would provide us with an up-to-date, open source report whenever we need it,” says Maletski. “Mend does just that – the report is always a click away.”

In addition, Sapiens wanted a cost-effective solution that would seamlessly integrate with the tools their developers were already using, namely Maven and Jenkins. “We also looked at total cost of ownership, ease of use, and how the solution fits with our work procedures and development environment,” says Maletski. “Mend’s SaaS solution checked all the boxes.”



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## The Results

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With Mend, Sapiens now has comprehensive and up-to-date knowledge of the open source components in their software. This includes full license information and risk analysis for each component in use. Sapiens is regularly notified when new security vulnerabilities are disclosed or new versions of the open source components in its products become available.

Installing Mend and integrating it with Sapiens’ existing tools was easy. “It took minutes to integrate Mend into our agile development environment. We now have an open source inventory report whenever we need it and without any disruption to our work,” says Maletski.

By implementing Mend, Sapiens has freed key resources to concentrate on the company’s core business, lowered total cost of ownership, and gained greater visibility. Sapiens now provides its customers with detailed reports immediately, significantly improving the customer experience.

Sapiens now produces a complete open source report for its customers and other interest holders. All it takes is the click of a button.

“With Mend, I have open source licensing and compliance information at my fingertips,” says Maletski. “As a public company working with financial institutions, being on top of our software components is a must, and Mend makes it easy.”

## About Mend

Mend, formerly known as WhiteSource, effortlessly secures what developers create. Mend uniquely removes the burden of application security, allowing development teams to deliver quality, secure code, faster. With a proven track record of successfully meeting complex and large-scale application security needs, the world’s most demanding software developers rely on Mend. The company has more than 1,000 customers, including 25 percent of the Fortune 100, and manages [Renovate](#), the open- source automated dependency update project.

## Related Resources

For more information, visit [www.mend.io](http://www.mend.io), the Mend blog, and Mend on LinkedIn and Twitter.