FINEOS AdminSuite®

FINEOS AdminSuite – the only modern component-based group, voluntary and individual core system designed specifically for Life, Accident and Health on a single technology platform. Its fully integrated solution provides the functionality needed to meet today's requirements while providing a solid foundation for future innovation.

Make Customers Your Core With Fully Integrated Systems

Expand Your **CAPABILITIES**

Navigate **WITH EASE**

Accelerate **INNOVATION**

FINEOS AdminSuite addresses the unique challenges you face. From providing a single source of consistent and accurate information to eliminating bottlenecks in your workflows, it sets a new standard for redefining the customer experience. If you are looking to transform your legacy systems or expand your product portfolio, FINEOS AdminSuite delivers the connectivity and flexibility you need. And, its component-based architecture enables you to choose how you want it implemented - all at once or in multiple phases.

Fully Integrated Functionality to Support the Changing Dynamics of Insurance Administration

Absence	Billing	Claims	Payments	Policy	Provider	Quote	Rate	Underwrite

FINEOS Platform

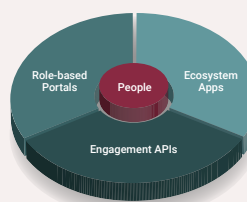**The Foundation of Your Digital Insurance Strategy**

The FINEOS Platform seamlessly blends the rich features of FINEOS AdminSuite, FINEOS Engage, and FINEOS Insight to create the most modern single core insurance platform for Life, Accident and Health.

- Cloud Native Core
- Smart Automation and Role-based Model
- No Code / Low Code for Speed and Agility
- Integration and Extension
- Comprehensive Digital Service, Engagement and Integration APIs
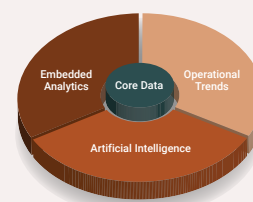- Digital Ecosystem Applications

FINEOS AdminSuite

Claims, Absence, Billing, New Business & Underwriting, Provider, Payments, Policy Group Voluntary Individual

FINEOS Engage

Role-based Portals, People, Ecosystem Apps, Engagement APIs

FINEOS Insight

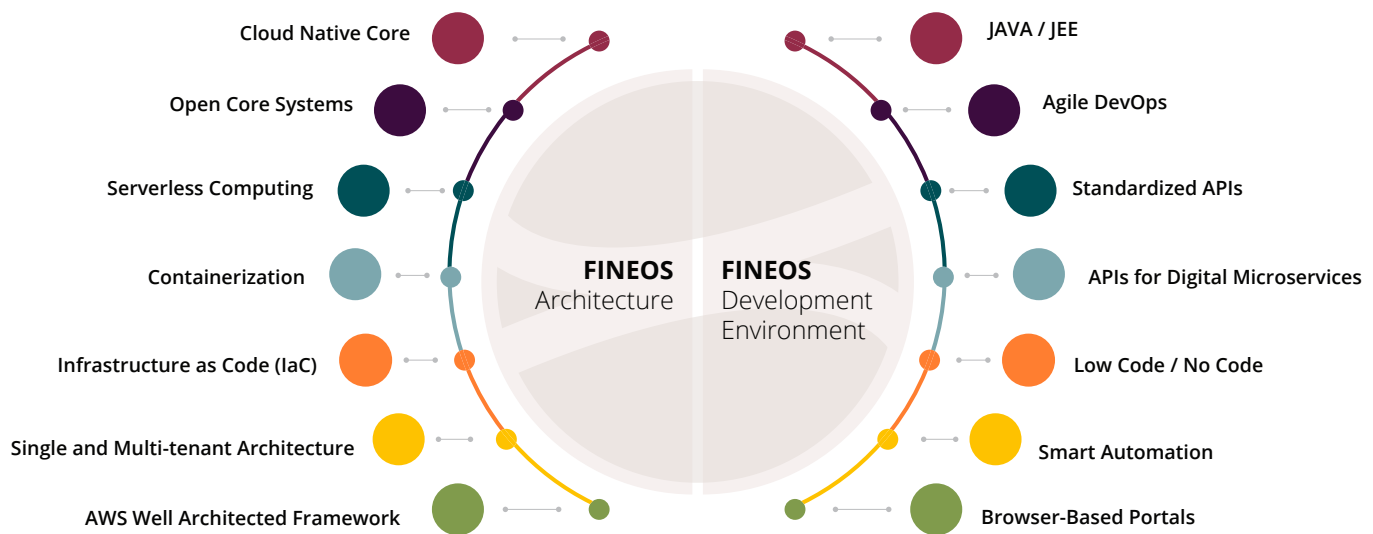Embedded Analytics, Core Data, Operational Trends, Artificial Intelligence

Discover the World of Digital Core Insurance

FINEOS AdminSuite – the only modern component-based group, voluntary and individual core system designed specifically for Life, Accident and Health on a single technology platform.

Consumers, employers and brokers now have access to powerful Software-as-a-Service (SaaS) computing platforms and software tools that set a much higher bar for an insurer's digital strategy. FINEOS AdminSuite is SaaS-based and has been developed using state of the art technologies to ensure it always remains current.

FINEOS AdminSuite is deployed on the FINEOS Platform, powered by Amazon Web Services (AWS) and leverages its highly reliable, secure, and scalable cloud solutions. FINEOS has achieved AWS Financial Services Competency in recognition for demonstrating technical proficiency and proven customer success in delivering solutions on AWS.

FINEOS Architecture: Cloud Native Core, Open Core Systems, Serverless Computing, Containerization, Infrastructure as Code (IaC), Single and Multi-tenant Architecture, AWS Well Architected Framework

FINEOS Development Environment: JAVA / JEE, Agile DevOps, Standardized APIs, APIs for Digital Microservices, Low Code / No Code, Smart Automation, Browser-Based Portals

Cloud Native Core/SaaS
At the heart of FINEOS AdminSuite is a cloud-native core-business insurance platform designed to provide the security, agility, and cost effectiveness you expect from a modern SaaS platform. By leveraging cloud native technologies, FINEOS AdminSuite can scale to business needs and deliver digital service 24×7, for small businesses and large enterprises.

Smart Automation and Role-based Model
FINEOS AdminSuite provides the capabilities to use workflow, rules, AI tools and embedded best practices to create a dynamic, quick and satisfying user experience. Role-based models with pre-configured workflows and artificial intelligence to automate decisions simplify complexity and provide frictionless user experiences across multiple digital engagement models.

No Code / Low Code for Speed and Agility
Embedded in the FINEOS Platform are no-code capabilities that enable change without needing to write code. Business experts can use these features to redesign products and business processes, create new forms, change business rules, automate correspondence, decision making and workflows. The FINEOS Platform also supports low code extensions for customer specific requirements.

Integration and Extension
The FINEOS Platform contains a microservice extension architecture, allowing new or existing systems, calculators, business rules and other capabilities to be easily linked to change and extend core system behavior. This means that any change required by the business can be implemented in a timely way without dependence on the FINEOS organization.

Comprehensive Digital Service, Engagement and Integration APIs
The FINEOS Platform is deliberately designed to connect with third party apps and other vendors. APIs are available to the insurer to connect to their own enterprise portal, digital communication channels and any 3rd party platforms specific to their own business. By using public APIs, service capabilities offered to customers and partners through more traditional channels can be quickly digitized. This helps to enable an integrated customer experience.

Ecosystems Applications
FINEOS APIs go beyond the nominal core insurance platform. Its APIs can be integrated into the insurer's own B2B ecosystem, appearing to the world as the insurer's own in the API economy. This enables innovative collaboration with customer organizations, distribution channels, brokers and TPAs. To allow customers to leverage their investments in other strategic platforms, FINEOS is also deploying ecosystem applications to platforms such as salesforce.com and select enrollment/administration systems.

FINEOS AdminSuite

See the difference in using fully-integrated components that automate, streamline, provide insights and make intelligent decisions.

FINEOS AdminSuite is one of a kind. It is the only fully integrated system containing all of the functionality needed for insurance processing: absence, billing, claims, payments, policy, provider, quote, rate and underwrite administration. Each of these are configurable to operate independently or optimally as a full core suite on the SaaS delivered FINEOS Platform. APIs and real time analytics are also embedded to provide integrated business insights and automation.
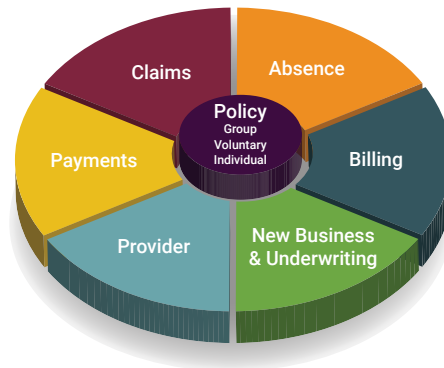
FINEOS AdminSuite is part of the FINEOS Platform, powered by AWS as a cloud native platform with add-on API's and facilities for digital engagement and data insight.

Fully Integrated Solutions for a Seamless Customer Experience

FINEOS AdminSuite provides:

Distinct FOCUS

A core system, purpose built solely for Life, Accident, and Health that provides consistent and accurate data, essential operational scalability, and the flexibility needed for growth.

Claims · Absence · Policy (Group, Voluntary, Individual) · Billing · New Business & Underwriting · Provider · Payments

Product DEPLOYMENT

Highly configurable product engine and SaaS-based architecture enables rapid deployment of new products and plan-specific features.

Essential CONNECTIVITY

A digital, business-friendly process model simplifies connections with APIs, platforms, and third-party apps for a frictionless, 24x7 customer experience.

FINEOS AdminSuite Benefits

INCREASED
Customer Satisfaction

- Provides an integrated, seamless, customer experience 24x7
- Enables faster response to shifting customer expectations
- Increases trust and loyalty from fewer errors and service inquiries
- New business models and processes can be implemented faster
- One source of truth improves consistency in communications

REDUCED
Costs and Risks

- Reduces costs, frustration and time from working with multiple, fragmented workflows and systems
- Lowers overall costs of duplicate hardware, software, resources and facilities
- SaaS environment provides pricing flexibility and improves predictability in managing costs
- Reduces risk through automated regulatory compliance, embedded security and a unified data archive
- Reduces risk of technology obsolescence

ACCELERATES
Innovation

- Provides an implementable, open core framework for legacy systems modernization
- New products and features can be implemented faster in line with top business priorities
- Frees up in-house resources to focus on higher value-adding initiatives
- Comprehensive, integrated APIs can be easily customized to offer new products and services
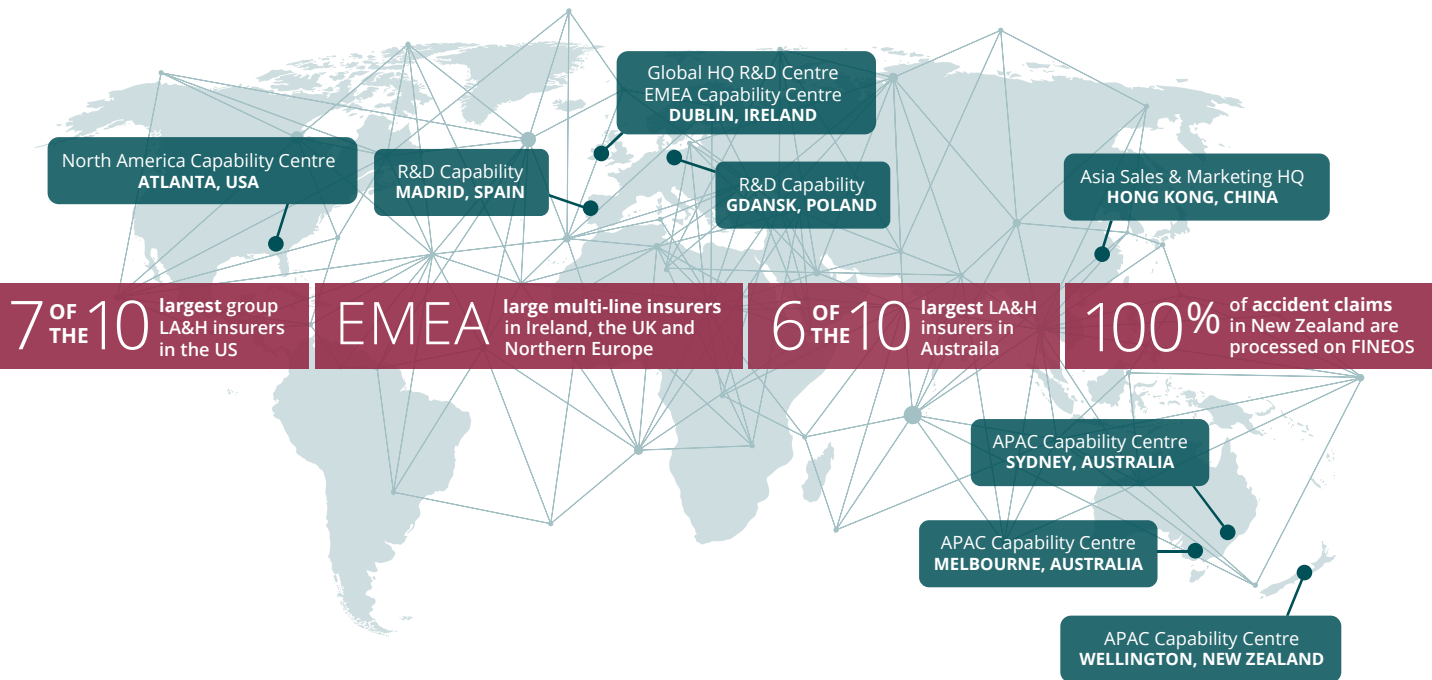- Accelerates innovation through faster implementation of new technologies

About FINEOS

Optimize operations and prepare for the future using a core suite that is proving its value within some of today's most prominent Life, Health and Group insurers.

FINEOS is a leading provider of core systems for Life, Accident and Health insurers globally with 7 of the 10 largest group life and health carriers in the US as well as 6 of the largest life insurers in Australia. With employees and offices throughout the world, FINEOS continues to scale rapidly, working with innovative progressive insurers in North America, Europe, and Asia Pacific.

The FINEOS Platform provides clients the only complete end-to-end SaaS core product suite that includes FINEOS AdminSuite enabling quote to claim administration as well as add-on products, FINEOS Engage to support digital engagement and FINEOS Insight for analytics and reporting.

Established Global Presence

Headquartered in Dublin, FINEOS has a truly global client base

Global HQ R&D Centre
EMEA Capability Centre
DUBLIN, IRELAND

North America Capability Centre
ATLANTA, USA

R&D Capability
MADRID, SPAIN

R&D Capability
GDANSK, POLAND

Asia Sales & Marketing HQ
HONG KONG, CHINA

APAC Capability Centre
SYDNEY, AUSTRALIA

APAC Capability Centre
MELBOURNE, AUSTRALIA

APAC Capability Centre
WELLINGTON, NEW ZEALAND

7 OF THE 10 largest group LA&H insurers in the US

EMEA large multi-line insurers in Ireland, the UK and Northern Europe

6 OF THE 10 largest LA&H insurers in Austraila

100% of accident claims in New Zealand are processed on FINEOS

FINEOS provides a wide range of diverse benefits both to insurers and their customers.

Industry Leader in Software Development

- Considered the market leader in Claims Management Software
- Leveraged deep industry knowledge and strong relationships with clients to develop and enhance the FINEOS platform

Proven Track Record

- Technically savvy workforce with insurance expertise
- Deep knowledge and expertise in servicing complex insurance organizations
- Understands critical processes and carriers' pain points

Unified, Single Platform

- Supports group, voluntary and individual insurance on a single platform
- Integrated core software solution across geographic, functions and insurer types
- Enables a seamless customer experience and synergies to lower total costs

Build for Scale and Accessibility

- Designed for insurers of all sizes, with the ability to scale to thousands of users per client
- Can handle large volumes of transactions simultaneously
- 24x7 availability and support

All Products Live in the Cloud

- All new and existing products have been developed or transitioned to cloud-based, SaaS products
- Enables faster legacy system modernization and implementation of new products and enhancements
- Provides the foundation for easier connection to the digital ecosystem

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