



FINEOS AdminSuite

Your All-in-One Platform
for Seamless Life Event
Management





Case Study:

In today's complex benefits ecosystem, organizations need a solution that supports the entire lifecycle of a client's engagement with employee benefits. From the initial stages of New Business & Underwriting to Policy, Billing, Member Management, and Claims, a unified platform is essential for delivering seamless service and achieving operational efficiency. Moreover, this lifecycle often includes critical components like absence management, disability support, accommodations, and voluntary benefits.

FINEOS provides a comprehensive platform that addresses every stage of the client lifecycle, ensuring a consistent and integrated experience. It is designed to:



Simplify New Business & Underwriting

Streamline the onboarding process for new clients by automating underwriting workflows and reducing manual effort.



Optimize Policy Management

Enable centralized management of policies, ensuring accuracy, compliance, and timely updates.



Streamline Billing Processes

Integrate billing capabilities to reduce administrative overhead and improve payment accuracy.



Enhance Member Management

Provide tools for tracking and managing member information throughout their lifecycle.



Integrate Claims Management

Deliver efficient claims processing that aligns with absence, disability, accommodations, and voluntary benefits.



Support Holistic Benefits Management

Unify absence, disability, accommodations, voluntary benefits and value-add offering into a single, cohesive platform.



Deliver a Seamless User Experience

Offer an end-to-end solution that reduces the need for multiple systems or third-party integrations.





Benefits of FINEOS for Managing the Entire Client Lifecycle

End-to-End Integration:

- Provides a single platform that spans New Business & Underwriting, Policy, Billing, Member Management, Claims and Leave Administration.
- Eliminates silos, ensuring seamless data flow across all stages of the client lifecycle.

Improved Operational Efficiency:

- Reduces manual effort by automating key workflows and processes.
- Minimizes errors and improves accuracy in underwriting, billing, and claims.

Enhanced Compliance:

- Keeps up to date with regulatory requirements across policies, claims, and benefits.
- Ensures consistency and compliance with local, state, and federal regulations.

Comprehensive Benefits Support:

- Integrates absence management, disability claims, accommodations, and voluntary benefits into one system.
- Supports the entire benefits spectrum, offering a unified approach to client and member needs.

Improved Client Experience:

- Offers role-based portals which provide a consistent, integrated client service experience and support flexible organization structures and business models.
- Customer-centric views of policy information and transaction history across departments enable faster service delivery.

Scalable and Adaptable Platform:

- Adapts to diverse organizational structures and business needs.
- Scales with business growth, supporting both small enterprises and large organizations.

Data-Driven Insights:

- Provides robust analytics and reporting tools for better decision-making.
- Identifies trends and optimizes processes across the client lifecycle.



Key Features Supporting These Benefits



Configurable Workflows

Tailored workflows to meet unique organizational needs at every lifecycle stage.



Mobile-Friendly Access

On-the-go access for users via mobile devices, enhancing convenience.



Regulatory Updates

Automated updates to ensure compliance with evolving regulations.



Document Management

Centralized storage and tracking for all claim-related documents.



Integrated Systems

Seamless connection with payroll, HRIS, and benefits platforms.



Conclusion

FINEOS is a powerful solution for organizations seeking to manage the entire client lifecycle on a single platform. By integrating New Business & Underwriting, Policy Management, Billing, Member Management, Claims and Leave, it offers a seamless and efficient experience for both organizations and their members. Its comprehensive support for absence, disability, accommodations, and voluntary benefits ensures that clients receive the best possible service while organizations achieve operational excellence.

For additional insights, please visit [FINEOS website](#) or explore [video overviews](#) showcasing the platform's features.

About FINEOS Corporation

FINEOS is a leading provider of core systems for life, accident and health insurers globally with 7 of the 10 largest employee benefits insurers in the US as well as a 70% market share of group insurance in Australia. With employees and offices throughout the world, FINEOS continues to work with innovative, progressive insurers in North America, EMEA, and Asia Pacific.

