



**Beneva**  
Case Study

**Overview**

Created by the coming together of La Capitale and SSQ Insurance, Beneva is the largest insurance mutual in Canada with more than 3.5 million members and clients all across Canada. In 2024, it was recognized as one of the top employers in Canada<sup>1</sup>. Specifically in group insurance, in 2024, Beneva insures more than 4,500 plan sponsors and the annual group insurance premiums exceeds \$3.7 billion.

**beneva**



**Business challenges & background**

Following the merger, La Capitale and SSQ had different systems, therefore Beneva had to decide on a new group insurance ecosystem, and selected a best-of-breed approach, in which FINEOS was chosen for Life and Disability Claims.

<sup>1</sup> Beneva ranks among Canada's best employers according to Forbes and has positioned itself as a choice option, carving out a place among the top 5 in the industry.



## The new group insurance ecosystem presented some challenges and objectives including:

- Integrating disability and life claims into a cloud-based environment.
- Having only one disability and life claims system for various blocks of business.
- Improving the customer-facing digital services and adding functionalities.
- Benefiting from system partner's upgrades and new features.
- Generating more efficiencies from the ecosystem.
- Facilitating the integration in the cloud-based ecosystem.

By integrating and implementing the FINEOS Claims component into its global group insurance ecosystem, Beneva effectively navigated the complex and regulated landscape of group insurance claims. This enabled Beneva to deliver simplified service to its plan sponsors and plan members while also enhancing its bottom line.

Notably, Beneva was FINEOS' inaugural cloud customer in North America. Transitioning to the purpose-built, cloud-based FINEOS Platform, strategically positioned the largest mutual in Canada to tackle the challenges of its evolving business and successfully execute its plans for customer-focused digital engagement, fully aligned with Beneva's Group Insurance cloud-based objective.



## Working together

Beneva's collaboration with FINEOS can be divided into two key phases. Initially, the focus was on implementing FINEOS Claims at La Capitale to effectively manage group disability claims. That project went live in 2019. The second phase, post-merger, consisted of adding features and functionalities to meet new company requirements to manage Beneva's group insurance product offering. Further, Beneva wanted to use FINEOS for its life, accidental death and dismemberment, and critical illness claims.



*"Looking to the future success of our organization, we need a modern, agile group claims management system for Life, AD&D, CI and Disability benefits that will allow us to provide the very best service and online tools for our plan sponsors and members. We've selected the FINEOS Platform as a long-term solution to simplify our business processes, yield faster turnaround times, and improve our customers' digital experience. Also, the platform will allow us to provide our health continuum concept that goes from prevention, well-being through disability management and rehabilitation and return-to-work."*

**Eric Trudel**



## Success Factors

The most important success factor was the partnership developed between Beneva and the FINEOS team, ensuring project alignment, and understanding of Beneva's complex global ecosystem. The resources provided made possible continuous improvement in the project planning phases and delivery.

Another key factor in Beneva's success was the decision to use FINEOS' robust, line-of-business specific business content. Beneva's specific needs for the first part of the project were met as the FINEOS team understood the specific requirements.

## Beneva Business Benefits



Having one robust cloud-based group insurance ecosystem with integrations between the different component systems of the best-of-breed approach.



Simplified business processes.



Faster turnaround times.



FINEOS allows Beneva to provide their concept of the health continuum, from prevention and wellness, through disability management and rehabilitation, to return-to-work.



Provide Beneva staff with a unified view of the customer across all types of claims.



Enhanced client experience from streamlined interactions.



Once the integration work is fully implemented, Beneva will benefit from improved productivity with reduced manual data entry



Enhanced decision-making based on real-time reporting and error-free data.



Better outcomes from proactive claims management arising from built-in rules and workflow automation.



*"We're very excited about this new partnership with Beneva and look forward to supporting them in achieving their digital transformation goals," says Michael Kelly, FINEOS CEO. "By leveraging the FINEOS Platform, Beneva will be able to remain competitive in this quickly evolving market which demands that carriers deliver advanced digital capabilities and fast turnaround times."*

**Michael Kelly, CEO, FINEOS**





## The Future

Beneva is still improving its group insurance ecosystem with FINEOS as a key component. Soon, they will continue to develop and improve the functionalities in FINEOS.

For example:

- Upgrading to the latest versions of the system when available.
- Managing rehabilitation claims.
- Adapting its software to enable Beneva's product offer and legislation conformity in the Canadian market.

## About Beneva

Created by the coming together of La Capitale and SSQ Insurance, Beneva is the largest insurance mutual in Canada with more than 3.5 million members and clients. Beneva employs over 5,500 dedicated employees: people looking out for people. Its human approach is rooted in the mutualist values supported by its employees. With \$25.1 billion in assets, Beneva positions itself as a major player in the insurance and financial services industry. Its head office is located in Quebec City, Canada.

## 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 U.S. as well as a 70% market share of group insurance in Australia. With employees and offices throughout the world, FINEOS continues working with innovative, progressive insurers in North America, EMEA, and Asia Pacific.

For more information, visit [www.FINEOS.com](http://www.FINEOS.com).



## The FINEOS Platform

The FINEOS Platform is purpose-built for the Life, Accident and Health industry to seamlessly support insurers and employees on their insurance journeys. It is deployed as an end-to-end core solution or as components for incremental transformation on secure, scalable SaaS cloud technology.

