



# FINEOS Absence

FINEOS Absence resides on the open core, cloud-based FINEOS AdminSuite, powered by AWS and delivered as a Software as a Service (SaaS) model.

## Maximizing Value with Proactive Absence Management

In an era of talent shortages and expanding benefits packages, employers are becoming more proactive to understand the trends in the workforce which impact employee engagement and productivity. By providing integrated insights on one of the most important drivers of productivity, absenteeism, new ways to add value and avoid operational disruption can be found. With FINEOS Absence and its AI-enhanced capabilities including intelligent automation, machine learning and natural language processing, employers can streamline their processes for managing absences, respond sooner to concerns, and reduce overall costs, including the cost of compliance.



## Better Outcomes, Faster Return to Work

### Improve Accuracy and Gain Insights

- Create a comprehensive benefits solution for all disability, claims, and leave-related absences.
- Enhance service delivery and reduce costs with integrated absence, disability, and claims information.
- Make informed decisions with easy access to integrated information.
- Prevent recurring absences by identifying absence patterns and addressing underlying issues.
- Provide 24x7 self-service and real-time updates for increased transparency, adherence to company policies, and accurate compliance.



## Optimize Operations, Increase Productivity

### Simplify Complexity and Reduce Costs

- Provide a single interface to reduce duplicate data entry and manual calculations across systems and spreadsheets.
- Streamline processing of leave requests, approvals, and absence tracking.
- Improve case management with AI-enhanced assignment routing, intelligent prioritization and automated escalation to ensure faster resolution and improved responsiveness.
- Increase transparency between employers and employees with easier access to shared information.
- Reduce duplicate follow-ups and communications across systems.



## Deliver Unified, Digital Experience

### Flexibility and Usability

- Out-of-the-box accelerators for deployment, including data migration tools, to reduce setup requirements, and ensure smooth integration with other systems.
- SaaS solution delivered either standalone or as part of an end-to-end platform solution.
- Highly configurable, scalable platform to support claims service delivery.
- APIs that matter to support transactions and customer interactions throughout the entire claims lifecycle.
- Trusted and compliant platform to support the most stringent security and regulatory requirements.

## Key Features

- Integrated claims, absence and accommodations management with comprehensive reporting and advanced analytics.
- AI-enhanced work flows with reduced follow-ups.
- Role-based portals with robust search engine for 24x7 self-service.
- Intelligent case management to assign and route claims.
- Easily delegate authority, submit, and retrieve documents, and create a unified payment stream.
- Track and benchmark absence, claims, and accommodation reasons.
- Score absence requests, completions, and return-to-work predictors.
- Automated federal, state, and municipal regulation compliance.
- Modern APIs for digital ecosystem integration.
- Leverage AI and machine learning to detect absence trends, score requests, optimize return-to work planning, and automate routine case activities.



# FINEOS Absence Outcomes

## Increased Satisfaction

- Higher levels of employer satisfaction and employee engagement from streamlined communications, easy-to-use software, transparency of information, and AI-enhanced processes.
- Improved outcomes and return-to-work rates from integrated tracking, management, and reporting of absences.
- More sales generated from offering a benefit package with an integrated, holistic solution for absence management.
- Deeper relationships with employers by providing expanded views of information and insights about their employee population.

## Proactive Decision-Making

- Reduced frequency and duration from analyzing factors driving absenteeism.
- Earlier escalation of potential fraud and cases warranting management attention.
- Increased effectiveness through AI-powered forecasting of peak absence periods and workforce shortages, enabling more strategic workforce planning.
- Improved capacity for detailed analysis with easier access to integrated information.

## Improved User Experience

- Reduced learning curve with AI-enhanced, interactive step-by-step assistance, simplifying navigation and reducing onboarding time for all users.
- Less frustration and time spent working through fragmented processes and multiple systems.
- Increased efficiency and effectiveness from seamless access to information and supporting documentation for case management and unified payments.

## Reduced Costs and Risks

- Less cost and time spent researching, interpreting and complying with federal, state, and municipal regulation.
- Fewer errors and service inquiries from manual calculations, payments, and duplicate data across systems.
- Reduced potential for fraud and payment duplication by having integrated information and processes.
- Lower total cost of ownership by eliminating redundant software, hardware, and data.
- Enhanced security and compliance.



## FINEOS AdminSuite

FINEOS Absence is supported by FINEOS AdminSuite, the purpose-built solution for the Life, Accident, and Health industry and the Employee Benefits market. Designed to meet the evolving needs of insurers, employers, and employees, the FINEOS AdminSuite enables seamless delivery of absence management across the insurance lifecycle. Whether deployed as a comprehensive end-to-end core system or through modular components for incremental transformation, FINEOS Absence leverages secure, scalable SaaS cloud technology and embedded AI functionality to ensure agility, compliance, and operational excellence.

## About FINEOS Corporation

FINEOS is a leading provider of core systems for life, accident, and health insurers globally. The FINEOS Platform for Employee Benefits is purpose-built for the group, absence, and supplemental benefits market. More than forty customers in North America use the FINEOS Platform, and FINEOS serves 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 to work with innovative, progressive insurers in North America, EMEA, and Asia Pacific.

Visit our website: [www.FINEOS.com](http://www.FINEOS.com)

To learn more about  
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