FINEOS AdminSuite
for Group, Voluntary & Absence

FINEOS AdminSuite is the only modern, SaaS-based, customer-centric core platform purpose-built for the global life, accident, and health insurance industry. In North America, FINEOS AdminSuite delivers comprehensive support for group, voluntary, and absence management benefits on a single, integrated platform. It empowers insurers to manage quoting, policy administration, billing, claims, payments, and more, while also giving them the flexibility to launch compliant, hybrid benefits products that adapt to the evolving needs of today's workforce. From quote through claim, AdminSuite helps North American and global carriers modernize their business, adopt best practices, and deliver superior customer experiences, while also driving revenue growth and operational efficiency.

Accelerate Innovation

- Choose a single deployment or phased roll-out to suit your needs.
- Integrate seamlessly with existing systems using our component-based API structure.

Navigate with Ease

- Access consistent and accurate data across your organization.
- Streamline operations using embedded AI-powered best practices and automated workflows.

Expand your Capabilities

- Modernize and streamline your operations with a comprehensive core system.
- Scale and expand your product offerings quickly and efficiently.
- Deliver personalized, responsive customer service.

FINEOS AdminSuite: The Core Modern Insurance Platform

FINEOS AdminSuite, part of the cloud-native **FINEOS Platform** and powered by AWS, is the only comprehensive core system purpose-built for the Life, Accident, and Health Benefits market.

Designed for automation, digital engagement, and actionable insights, FINEOS AdminSuite streamlines claims, billing, and policy processes, empowering carriers to embed AI, optimize workflows and make smarter, faster decisions.

Quote & Underwrite · Billing · Policy · Customer · Policy · Claims · Absence · Payments

FINEOS AdminSuite Benefits

Increased
Customer Satisfaction

- Builds trust and loyalty through fewer service inquiries and errors.
- Accelerates responses to evolving customer expectations.
- Enables rapid implementation of innovative customer engagement technologies while accelerating the adoption of new business models and processes.
- Provides a single source of truth, enhancing consistency in communications.
- Delivers integrated wellbeing, paid and unpaid leave, accommodations, and income protection experiences.

Reduced
Costs and Risks

- Embedded AI to guide and assist user decisions.
- Automates and streamlines workflows and systems, reducing costs and frustration, and freeing up valuable time.
- Reduces redundancy in hardware, software, staffing, and facilities.
- Offers pricing flexibility in a SaaS environment, improving cost predictability.
- Mitigates risk through automated regulatory compliance, embedded security, and a unified data archive.
- Future-proofs your technology, minimizing the risk of obsolescence.

Empowered
Transformation

- Offers an open core framework that enables seamless legacy systems modernization.
- Accelerates the implementation of new products and features, aligned with strategic business priorities.
- Differentiates with embedded absence and voluntary benefits configuration and automation across the suite.
- Empowers in-house resources to focus on high-value, strategic initiatives.
- Provides comprehensive, integrated APIs that can be easily customized to introduce new products and services.
- Drives innovation with faster implementation of new technologies.

The Industry Leading, Purpose-Built Platform for Employee Benefits

Life Insurance, Short-term Disability (STD), Long-term Disability (LTD), Long-term Care (LTC), Accidental Death & Dismemberment (AD&D), Supplemental Health, Dental, Vision, and Wellness Benefits.

Cloud Native

FINEOS AdminSuite is a cloud-native core insurance platform built to deliver security, agility, and cost-effectiveness. By harnessing advanced cloud-native technologies, FINEOS AdminSuite provides a continuous delivery, always-on, SaaS digital services business model, ensuring seamless support for both small businesses and large, complex enterprises.

Smart Automation and Role-based Model

FINEOS AdminSuite delivers the capabilities to leverage workflows, business rules, Artificial Intelligence (AI) tools, and embedded best practices to create a dynamic, fast, and satisfying user experience. Role-based models with pre-configured workflows and AI automation simplify decision-making, reduce complexity, ensure regulatory compliance, and provide seamless user experiences across multiple digital engagement platforms.

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 FINEOS.

Connecting Ecosystems with Flexible APIs

The FINEOS Platform is purpose-built for seamless integration within modern digital ecosystems, empowering insurers to connect effortlessly with enterprise portals, communication platforms, and third-party systems. Leveraging open APIs, the platform supports rapid deployment and digitization across Group, Voluntary, Absence, and Individual lines of business, enabling carriers to deliver a unified, efficient, and connected customer experience. It also facilitates regionally tailored capabilities across key product lines, such as Paid Family Leave in the U.S., Statutory Leave in Canada, and Provider-Centric models globally, ensuring flexibility and compliance in diverse regulatory environments.

Secure Scalability

FINEOS AdminSuite, designed for the employee benefits industry, is pressure-tested to handle multi-billion-dollar customer volumes securely. Its cloud-native architecture ensures compliance with SOC 2 and ISO 27001, featuring encryption, multi-factor authentication, and continuous threat monitoring. With proven scalability, it provides a resilient and secure solution for benefit carriers.

FINEOS AI Optimization

Embedded within FINEOS AdminSuite, our AI Optimization engine delivers personalized, compliant leave experiences and intelligent task automation to reduce costs and increase satisfaction. Designed to support paid leave, return-to-work, accommodations, and workforce readiness, this capability drives optimal outcomes in the U.S. and Canadian markets.

About FINEOS

Optimize operations and outperform the competition with a unified, intelligent platform trusted by leading insurers. FINEOS AdminSuite enables North American carriers to retire legacy systems and deliver modern, compliant products for absence, wellness, voluntary, and employer-paid benefits. Carriers can launch hybrid offerings that meet the demands of evolving regulations, employer needs, and employee expectations.

FINEOS is the leading provider of core systems for employee benefits in the global life, accident, and health insurance industry, with 7 of the 10 largest employee benefits insurers in the U.S., 2 of the top 6 carriers in Canada, as well as a 70% market share of group insurance in Australia. The FINEOS Platform products include FINEOS AdminSuite, the industry leading, quote-to-claim, purpose-built, customer-centric product suite that enables group, voluntary and individual life, accident and health carriers to retire their outdated legacy systems. FINEOS Absence is the world's leading core system designed and built to support the regulatory compliance for leave and absence from work laws for the US employment market. With employees and offices throughout the world, FINEOS continues to work with innovative, progressive insurers in North America, EMEA, and Asia Pacific.

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

Industry Leader in Software Development

- Recognized leader in Absence, Paid Leave, and Claims Management for the U.S. and Canadian markets
- Purpose-built for Group, Voluntary, and Disability benefits with integrated compliance and automation
- Embedded AI and configuration tools streamline operations and enhance customer experience

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
- Trusted by leading insurers to deliver consistent, scalable results across global markets

Unified, Single Platform

- Support for configurable hybrid benefits Paid Leave, Wellness, STD, Income Protection and Accommodations across geographies, functions, and insurer types
- Enables a seamless customer experience and synergies to lower total costs

Built 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 replacement and implementation of new products and enhancements
- Provides the foundation for easier connection to the digital ecosystem

aws

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 of technical proficiency and proven customer success in delivering solutions on AWS.