



# FINEOS Claims Cloud

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FINEOS Claims Cloud takes the best-in-class FINEOS Claims system to the next level, providing rapid deployment, lower cost, and the flexibility to support changing business and regulatory needs without costly IT projects.

Now more than ever, Life, Accident and Health insurers know customer service is the heart of their product offerings. In today's always-on service economy, insurers must be prepared to meet heightened customer expectations faster and cheaper than ever. Insurers also need options to help mitigate the risk of any given product offering or market changing dramatically due to regulatory or economic sea change. Large budget, multi-year, waterfall IT projects in support of new initiatives are riskier than ever, both in cost and time to market. Software as a service models are becoming more attractive even for core insurance systems, but many carriers are finding the pure public cloud model too restrictive or risky for their business as it scales, and private clouds are not providing the real options they seek.

FINEOS Claims Cloud is a software as a service offering that provides the flexibility to meet your needs today and in the future. Unlike many platform dependent cloud solutions, FINEOS offers public cloud, managed private cloud, and platform independent options with the ability to move between them with minimal migration effort. FINEOS Claims Cloud also offers managed upgrades and maintenance, greatly reducing total cost of ownership, as well as integrated services such as Scan to the Cloud and Cloud document storage. FINEOS is also working with partners including Oracle and Salesforce to provide more complete end-to-end solutions as you leverage the FINEOS Cloud across your back office.

In the FINEOS Claims Cloud, your private cloud, or in your data center, FINEOS will change to ensure flexible, secure and cost effective service for all of your customers.



Flexible

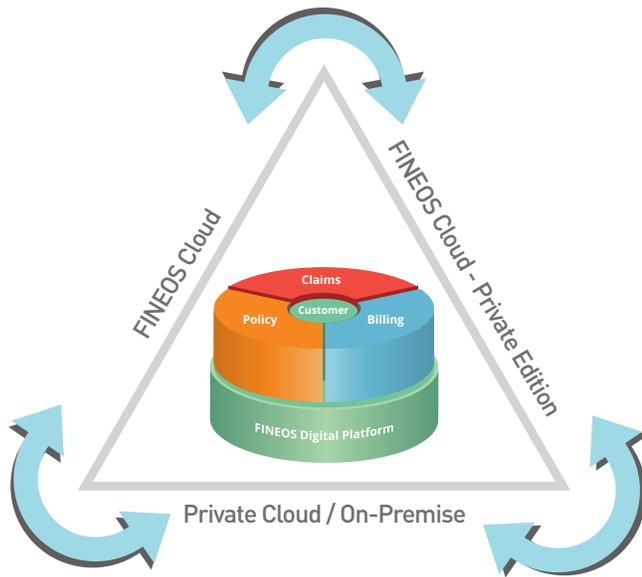


Secure



Cost Effective

## FINEOS Claims Cloud Options



FINEOS Claims comes with several options depending on your specific business and technology requirements:

- **FINEOS Claims Cloud** is a public cloud offering hosted and managed by FINEOS. Each customer has an up-to-date, secure instance of the FINEOS Claims system with segregated data storage to ensure security and privacy of customer data. The standard cloud implementation provides the content necessary to quickly configure the system for your products and processes. Service packs are then applied quarterly and upgrades are done annually to provide the latest functionality. Backup, maintenance, and disaster recovery are all handled by FINEOS. If you need to keep your customer data within certain geo-political boundaries, FINEOS Claims Cloud supports most availability zones with multiple infrastructure provider options.
- **FINEOS Claims Cloud Private Edition** is for customers that have a robust private cloud architecture in place. FINEOS can deploy in that environment and continue to manage the FINEOS Claims software, upgrades, and general maintenance as we do in our public cloud. This provides tighter integration with other systems in your cloud, a single security model, and leverages your existing cloud investment.
- **FINEOS Claims** is also still available as a standard software installation where all infrastructure and application management is done by you. This provides you with maximum flexibility and control over your system and FINEOS can provide support to you as needed.

## Cloud Migration Options

FINEOS Public Cloud is a great option for many of our customers, however, we recognize our customers may need to change their deployment options due to changing business requirements. The FINEOS Cloud architecture is designed to support migration between models to support changing business needs. For example:

- **Starting small, growing fast** – Many new customers want to start small and get a single line of business, geography, or business area up quickly with a few key users, and lean heavily on the FINEOS Public Cloud out of the box functionality. As more lines of business or new regions are added, the FINEOS Claims application usage may cross an internal threshold and you may need to move your existing application into the enterprise-managed private cloud. With FINEOS Cloud, you can move from Public to Private Edition using exactly the same software and data in the new environment. The application is still managed by FINEOS, and with little cost and effort you will conform to your corporate requirements.
- **Move to autonomy** – After some experience with FINEOS Claims Cloud Private Edition, you may become very comfortable with the system, have maximized its considerable out of the box capabilities, and would like to add specific extensions for your own business. You can then move to a standard instance of FINEOS Claims in your own environment and under your management, based on your existing FINEOS Claims Cloud system.
- **Moving a block of business** – Whether you are moving service of a block of claims to a third party or you are actually selling a block of business to another owner, your existing FINEOS implementation can be taken into the FINEOS Public Cloud to get it off your infrastructure and eliminate the need for third parties to access your company's IT infrastructure. FINEOS will bring your system into our cloud and manage it for you, providing access to any third parties you require.

## FINEOS Cloud Extensions

FINEOS Claims Cloud offers some unique extensions to our standard offering including:

- **Documents in the Cloud**, providing a case-level document storage and retrieval function giving immediate access to your documents wherever you need them
- **Scan to the Cloud**, which adds mobile document capture to your Cloud documents and enables faster claims processing with fewer errors
- **Salesforce.com Service Cloud integration** to allow FINEOS Claims Cloud to support Service Cloud in shared processes and workflows, creating a single face to the customer and service team
- **Oracle Financial Cloud integration** to support straight through claims to Accounts Payable processing for customers and care chain suppliers

FINEOS will continue to enhance our Claims Cloud ecosystem with other cloud players to make it easier for our customers to minimize integration headaches.