



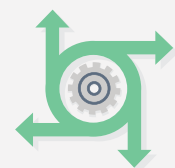
FINEOS Insurance Cloud

The FINEOS Insurance Cloud is a comprehensive core systems insurance platform for Life, Accident & Health (LA&H) that provides the ecosystem, support, and connectivity needed to implement your digital insurance strategy.

Now more than ever, LA&H 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.

The FINEOS Insurance Cloud is a software as a service offering that provides the flexibility to meet your needs today and in the future. Unlike many cloud solutions that are dependent on proprietary platforms, FINEOS offers both a public cloud and private cloud option and the ability to move between them with minimal migration effort. The FINEOS Insurance Cloud also offers managed upgrades and maintenance, greatly reducing total cost of ownership, as well as secure integration into your on-premises environment.

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



Flexible

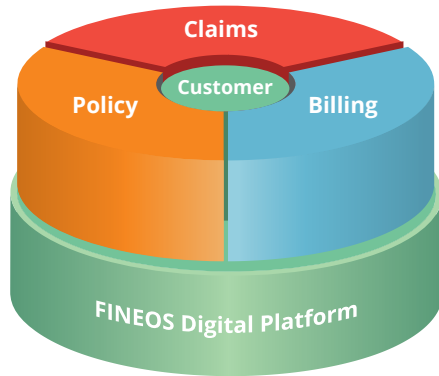


Secure



Cost Effective

FINEOS Insurance Cloud Options



FINEOS provides several options depending on your specific business and technology requirements:

- **FINEOS Insurance Cloud** is a SaaS offering hosted and managed by FINEOS. Each customer has an up-to-date, secure instance of FINEOS core systems 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. Since you need to keep your customer data in-country, FINEOS Insurance Cloud supports most availability zones with multiple infrastructure provider options.
- For insurers that already have a robust private cloud architecture in place, FINEOS can deploy AdminSuite applications on your own private cloud. This provides you with maximum flexibility and control over your system and FINEOS can provide support to you as needed, whether it be managing the applications, upgrades, or performing 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.

A Secure, Reliable, and Compliant Solution

Designed and built specifically for the LA&H industry, the FINEOS Insurance Cloud secures insurers' unique mix of financial and medical customer information for core systems processing. Hosted in HIPAA and ISO27001 compliant data centers, the FINEOS Insurance Cloud supports industry leading practices such as:

- 24x7 availability and support service with continuous upgrades
- Customer managed encryption keys
- Extensive audit and compliance for complete dataset
- Regular testing for vulnerability and intrusion
- Secure pre-production environments for:
 - Configuration testing
 - Security testing
 - Training

With the FINEOS Insurance Platform, disaster recovery is standard. Our clustered environment ensures that individual component failures do not result in service downtime. Even complete data center failures are managed through our cloud's deployment across many physically separate data centers. There are also hourly backups that provide restore points that protect against user error.

FINEOS Cloud Extensions

FINEOS Insurance 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 Insurance Cloud to support Service Cloud in shared processes and workflows, creating a single face to the customer and service team

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

To find out more about **FINEOS Insurance Cloud**, please contact us at info@FINEOS.com or visit www.FINEOS.com.

