

FINEOS puts its Friends First

FINEOS has just completed the implementation of its FINEOS Claims technology with long term insurer partner Friends First.

The deal not only bears testament to the longstanding relationship enjoyed by the two parties, but also offers a model for others to emulate in terms of the benefits that can be delivered through a successful partnership.

Friends First has deployed FINEOS Claims to manage all of the claims and payments from its Income Protection business.

The FINEOS project was completed on time and within budget in seven months and cost just €500,000. Friends First is now using FINEOS Claims to support and automate its complete claims lifecycle for Income Protection.

Conor O'Brien, Chief Operations Officer at Friends First, said: "I'd like to congratulate the teams from Friends First and FINEOS for getting this project over the line so smoothly.

"We have replaced an end of life legacy system with a market-leading solution that represents industry best practice. The new system will assist us to deliver enhanced customer service and operational efficiency, while also ensuring that we have reduced any potential risk. Reducing risk is particularly important given the introduction of Solvency II regulations in this area."

Michael Kelly, Chief Executive Officer at FINEOS, added: "We are delighted with the successful deployment of FINEOS Claims at Friends First. What is particularly exciting about this project is the extent to which the Friends First team did much of the implementation work themselves. We see this as a testament to the configurability and extensibility capabilities within FINEOS Claims, which is backed up by our training and implementation support services."

Friends First has long been looking at implementing a state of the art claims handling solution for this line of its business and had highlighted its claims operation as an area where service could be improved and processes made more efficient.

Outlining the decision to work with FINEOS, O'Brien, commented: "We chose FINEOS Claims because of the superior capabilities it offered us around the management of income protection claims. Key for us was the integrated



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"We were also impressed by the demonstrable expertise that FINEOS has in Income Protection globally. We look forward to delivering an improved customer service and enhanced operational efficiency."

The successful completion of this project is another milestone in the relationship between FINEOS and Friends First which has been in place since 1998 and been a major factor in Friends First's ability to keep improving its service to brokers.

In 2002, Friends First decided to re-engineer its business model and launch what it called the e-Transformation Programme.

This looked at how Friends First used FINEOS products and services and ultimately led to FINEOS technology being integrated throughout the business.

FINEOS was used to underpin the web portal, the back office systems (such as

Life400), processing engines, quotation engines, and a number of single purpose systems.

This has allowed improvements to be made for the better of Friends First as an entire business and enabled the insurer to make significant improvements in its straight through processing capabilities.

By entrusting so much of its IT to FINEOS, Friends First has taken a bold step and benefited from having an expert technology partner working across its business. FINEOS has also had to take responsibility for that business and deliver improvements in service, cost and operating times for its insurer partner.

That the relationship is still going from strength to strength is evidence not only of the model's success but also of the efforts that have been made on both sides to make it work.

Such an approach could surely benefit others with similar goals of enhanced service and tighter control on their claims costs.

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