

# Modernize insurance operations without disrupting the systems you depend on

Unlock streamlined workflows for speed, visibility and control in regulated environments with Workflow Manager

Insurance teams are under pressure to move faster, reduce operating costs, improve service levels and maintain compliance across increasingly complex processes. Yet critical work is often slowed by manual handoffs, disconnected systems, paper-based tasks and limited visibility into where work stands.

**FIS® Workflow Manager** helps insurers streamline the processes that connect people, documents and systems. Now available in the public cloud on Amazon Web Services (AWS), it enables organizations to automate complex workflows, improve operational efficiency and support growth with scalable, resilient infrastructure.

Built for insurance. Designed for regulated operations. Proven for operational transformation.

## Transform the operational processes that power insurance

For insurers, workflow inefficiency is more than a back-office issue. It can slow claims, delay underwriting decisions, increase rework, create audit gaps and frustrate members, policyholders, providers, agents and employees.

When documents, decisions and tasks move across multiple teams and systems, operational leaders need more than automation. They need visibility, accountability and a repeatable way to manage complex work at scale.

Workflow Manager helps insurers bring structure and transparency to the operational processes that matter most.

### Key benefits

- **Accelerate high-value processes**
  Streamline claims, underwriting, onboarding, enrollment, servicing and other document-intensive workflows.
- **Reduce manual work and avoidable errors**
  Minimize repetitive tasks, rekeying, manual routing and inconsistent handoffs that slow teams down.
- **Improve operational visibility**
  Give leaders clearer insight into work queues, bottlenecks, exceptions and turnaround times.
- **Strengthen compliance and audit readiness**
  Support standardized workflows, documentation, controls and process history across regulated insurance operations.
- **Scale with confidence in the cloud**
  Leverage AWS-powered deployment to support business growth, improve operational resilience and simplify infrastructure management.
- **Transform operations without rip-and-replace disruption**
  Extend the value of existing systems while supporting phased modernization and flexible deployment options.

## Connect people, processes and content across the insurance enterprise

Workflow Manager combines workflow automation, business process management and enterprise content management to help insurers digitize and manage complex operational processes from intake through completion.

Available as a cloud-based deployment on AWS, the solution helps organizations improve agility, reduce infrastructure complexity and support evolving business requirements while maintaining control over critical insurance operations. It enables teams to route work, manage supporting documents, monitor activity and standardize processes across departments and lines of business.

### Common insurance use cases

- **Claims operations:** Improve claims routing, document review, exception handling, approvals and workload visibility.
- **Underwriting:** Coordinate application intake, case review, supporting documentation, decisioning steps and follow-up activity.
- **Onboarding and enrollment:** Streamline member, provider, policyholder, group or customer onboarding processes that depend on accurate data and documentation.
- **Document management:** Digitize and organize content-heavy workflows to reduce paper handling, improve access and support more consistent execution.
- **Compliance and audit workflows:** Create a clearer record of process activity, approvals, documentation and exceptions to support audit readiness.
- **Health plan operations:** Support claims-related documentation, member and provider services, enrollment workflows and support for handling sensitive information in alignment with applicable privacy requirements.



## Purpose-built for the realities of insurance operations

Many workflow platforms offer automation. Insurers need automation that works in complex, regulated, legacy-connected environments.

Workflow Manager is designed for insurance organizations that need to improve operational performance while maintaining control, consistency and integration with the systems already running the business.

### Three differentiators

- **Deep insurance process alignment:** Workflow Manager is built around the needs of health, life, property and casualty insurers – supporting claims, enrollment, member and provider services, underwriting, liability processing and other operational workflows.
- **Modernization and cloud flexibility:** Modernize around existing enterprise platforms without a large-scale replacement effort. Workflow Manager supports phased transformation with deployment options that can align to an organization's cloud strategy.
- **Strong fit for compliance-heavy environments:** Workflow Manager helps standardize regulated workflows, improve documentation, increase transparency and support audit-ready operations.

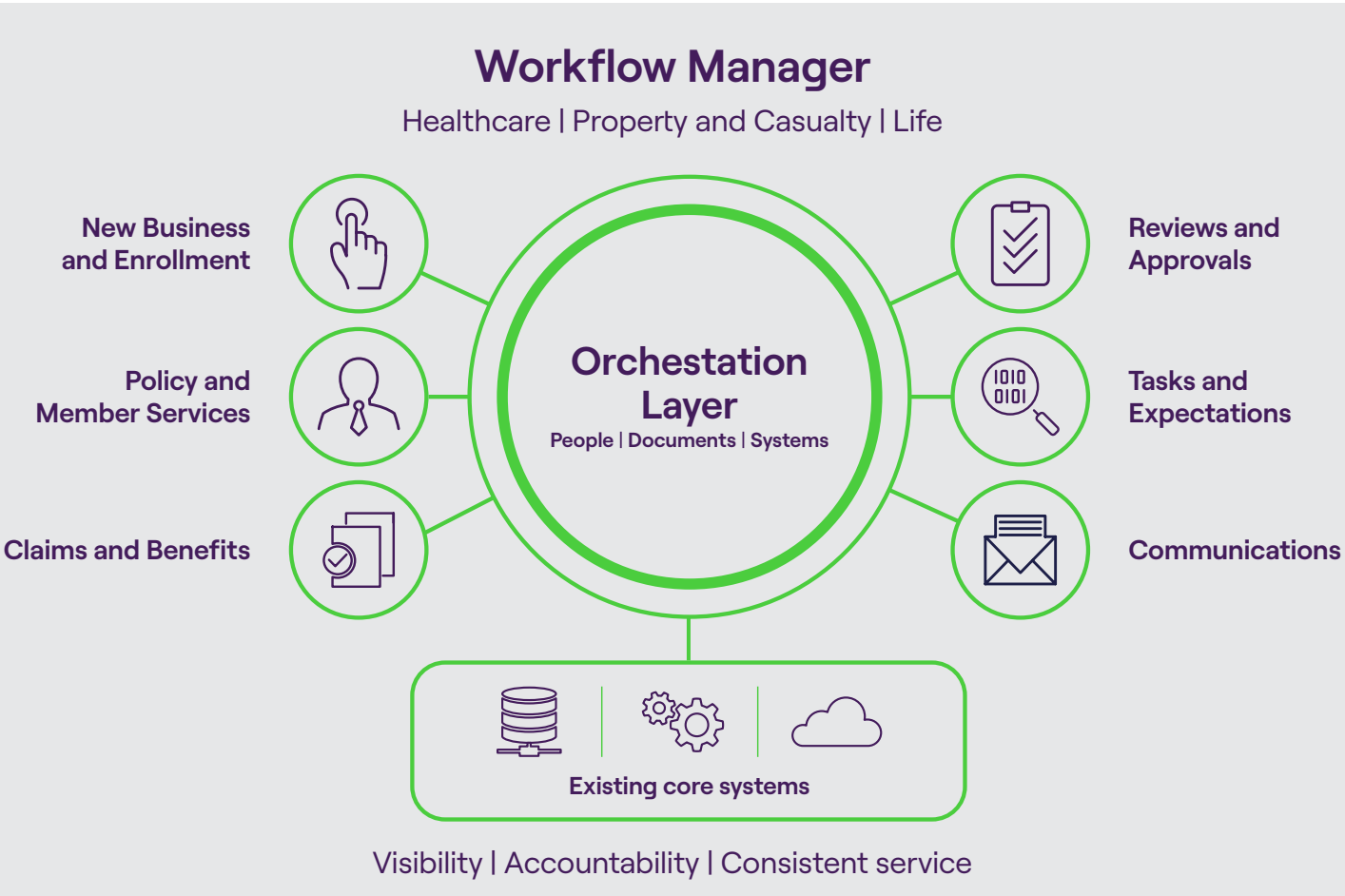
## A better fit than generic workflow tools

Newer cloud-native and low-code platforms can be attractive for rapid configuration. But insurance workflows often require deeper process knowledge, stronger operational controls, legacy system integration and proven support for regulated environments.

Workflow Manager helps insurers modernize with confidence – improving how work moves across the enterprise without creating unnecessary disruption.

### Where Workflow Manager can create measurable value

- **For operations leaders:** Improve throughput, reduce backlogs, increase visibility and standardize how work moves across teams.
- **For claims leaders:** Speed up claims handling, improve exception management and reduce the operational friction that delays resolution.
- **For underwriting leaders:** Coordinate documentation, review steps and approvals so underwriters can focus more time on decision quality.
- **For compliance and audit teams:** Strengthen process consistency, documentation and visibility into who did what, when and why.
- **For IT leaders:** Support modernization without forcing immediate core replacement while reducing infrastructure management overhead and aligning with broader cloud transformation initiatives.
- **For executives:** Advance transformation goals with a practical solution that can reduce cost, improve service and create greater operational control.



## Modernize the workflow layer before operational complexity becomes a growth constraint

Insurers are being asked to do more with less. Process work faster, control costs, improve customer experience and respond to regulatory expectations – often while relying on legacy systems and manual workarounds.

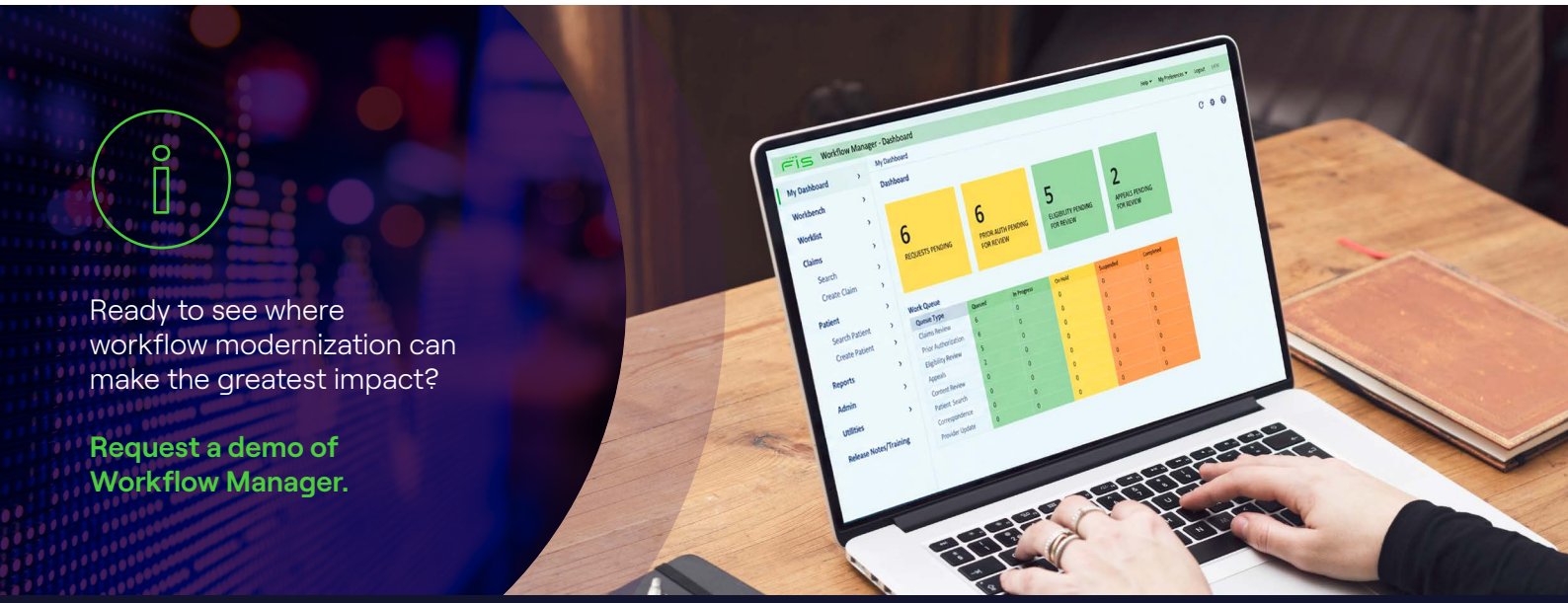
Core transformation can take years. Workflow modernization can create meaningful impact sooner by improving the processes that connect systems, people, documents and decisions. Workflow Manager helps insurers take a practical, lower-disruption approach to modernization – one that improves operational performance while supporting the visibility, consistency and control required in regulated insurance environments.

Work with FIS to identify your highest-friction workflows across claims, underwriting, onboarding, document management or compliance operations – and see how automation can help reduce cost, delay and risk.

**Workflow Manager**

Modernize the work. Improve the experience. Strengthen operational control.

Learn more




Ready to see where workflow modernization can make the greatest impact?

**Request a demo of Workflow Manager.**

**Money at rest. Money in motion. Money at work.™**

## Our technology powers the global economy across the money lifecycle.

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