# FIS WORKFLOW MANAGER

**FORMERLY MACESS**

## A Business Process Management and Content Management Solution for Insurers

In an increasingly regulated and competitive industry, insurance companies are under pressure to deliver highly efficient digital services that minimize risk, drive growth and meet customers' rising demands. But disparate legacy systems and manual processes can lead to bottlenecks and inefficiencies – and potentially delays, errors, penalties and reputational damage.

**FIS® Workflow Manager (formerly Macess)** is a business process management and content management solution that helps you connect and streamline your operations.

Spanning workflow, business activity monitoring and customer relationship management, it automates and optimizes your core processes to improve efficiency, achieve compliance, reduce errors and increase customer satisfaction.

### STREAMLINE OPERATIONS

Eliminate silos, manual workarounds and inaccurate or incomplete data with an integrated insurance workflow.

### INCREASE VISIBILITY AND CONTROL

Monitor automated processes via digital dashboards to avoid penalties for delays or inaccuracies.

### DRIVE OPERATIONAL EFFICIENCIES

Lower costs and enhance service by speeding up turnaround times and streamlining communications.

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## SUPPORT GROWTH

Complementing your existing enterprise systems, Workflow Manager is designed to automate complex document-centric business processes and help you make the enhancements and advancements that are so critical for a growing firm.

## DIGITIZE YOUR WHOLE INSURANCE BUSINESS

With the scale to support all your departments and lines of business, anywhere in the world, Workflow Manager can handle everything from member and provider services to claims, enrollment and liability processing with greater speed, accuracy and transparency.

## ENSURE CONSISTENCY

XML-based integration methods allow you to introduce work items of any format and from any source into the solution's workflow engine, so you can standardize business processes across your organization.

## IMPROVE EMPLOYEE SATISFACTION

Workflow Manager's real-time, internet-friendly architecture uses Web services and message-queueing technologies to provide a rich end-user experience for your employees, whether they connect via a corporate network or their home internet.

*"We have eliminated approximately 20 paper processes with FIS Workflow Manager – as a result, tasks don't slip through the cracks, and it is much easier to maintain accountability."*

Joe McIntire, Director of Information Systems, OSF HealthPlans

## Bring your business operations together.

**GETINFO@FISGLOBAL.COM**

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