

## FINEOS proves enterprise scalability exceeding 10,000 concurrent users

FINEOS Corporation is a global provider of innovative, integrated software solutions for the insurance, government social insurance and banking industries. Its portfolio includes componentized solutions for customer relationship management (CRM), new business and underwriting, claims and payments management and policy administration.

FINEOS Enterprise Platform delivers powerful core processing against an enterprise business model, including powerful rules-driven process automation and case management capabilities. It underlies all FINEOS solutions and is available as the foundation for customer-led joint development efforts.

As FINEOS targets clients with larger and more complex environments, the issue of scalability becomes even more important, as these organizations often have complex business processes and demand a high level of functionality from their technological infrastructure.

In 2004, FINEOS worked with the IBM® Innovation Center in Hursley, UK to test its solution to 2,500+ users. This time, they engaged with the IBM team with the objective of testing significantly greater numbers of concurrent users on FINEOS Enterprise Platform. The IBM team set up the test environment to replicate the high-volume, large-scale server infrastructure needed, so the scalability testing could simulate actual "live business" demands and future processing requirements of the largest organizations in the FINEOS client base.

The subsequent test results were impressive, with FINEOS Enterprise Platform demonstrating perfect scalability: 100% increase in throughput with each doubling of processors. It was shown to scale to 10,000+ real, concurrent users using a WebSphere® Application Server 6 cluster of IBM mid-range (Power 5) servers, running AIX® 5.3 with sub-second response time. The Platform also demonstrated notable processing ability: within a 2-hour window, the payments management component was able to batch process more than 100,000 payments.

According to Michael Kelly, CEO, the opportunity to produce real results has been a key business benefit. "We're pleased that our partnership with IBM gives us access to such state-of-the-art facilities. FINEOS is committed to developing resilient solutions that exceed performance expectations and our ability to test scalability in a demanding environment is crucial."



For further information:

FINEOS Corporation <http://www.FINEOS.com>

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