

A Look Ahead: TRISTAR's Evolving Platform and What's Coming in 2026

As part of TRISTAR's ongoing commitment to enhancing your experience, we're pleased to share an update on the continued evolution of our technology platform. Over the past year, foundational work has been underway to create a more modern, unified system—one designed to simplify navigation and support the next generation of claims and risk management tools.

One of the most noticeable changes you'll see is the gradual retirement of the long-standing "i-" product naming convention. This transition began earlier this year and will continue through the first quarter of 2026 as the updated platform framework is fully implemented.

Why the Change?

The move reflects a shift toward a cleaner, more intuitive naming structure that aligns with the streamlined and integrated experience being built across the platform. Rather than a collection of separately branded tools, the goal is a cohesive environment where capabilities connect more naturally.

What's New and What's Coming

Below is a snapshot of key updates rolling out as part of the TRISTAR Connect platform transformation:

Workers' Compensation

Released in April 2025 to a pilot group, the Workers' Compensation platform replaces iCAST and represents the first major step in the new naming approach.

Liability Platform

Launching January 15, 2026, the new Liability Platform will replace iPlus and introduce a more modern, scalable architecture.

Reports Tool Update

Targeted for release on March 1, 2026, this update will deliver a next-generation reporting experience that is faster, more intuitive, and built with flexibility in mind.

AI Agents

New AI-driven tools are already available, and clients are encouraged to explore the capabilities highlighted in recent videos:

- AI at Work: TRISTAR Transforming Workers' Compensation Claims Processing
- TRISTAR AI Agents: Smarter Processes, Quicker Resolutions

Work is also underway to finalize the new name for the Absence Management claims system (formerly iClaims). Additional details will be shared once this is complete.

What You Need to Do

Nothing at this time. All transitions will occur automatically, and existing access and workflows will remain unchanged.

Looking Ahead

Additional enhancements and updates will continue throughout 2026. The objective remains clear: to deliver a more powerful, intuitive platform that evolves alongside your needs.

If questions arise along the way, the TRISTAR team is always available to help.

Thank you for partnering with us as we build the next generation of TRISTAR technology.