

Case Study: Health Plan Increases Visibility into Systems Status to Improve Performance

Overview

Precisely developed an enterprise-wide view of current operational systems statuses by actively monitoring and collecting status updates across systems.

As a health care company, this Precisely customer has a large number of operational systems with specific targets for processing duration, response time and availability. The systems include batch systems with specific processing windows, customer-facing applications with response time maximums, and shared-services applications with availability requirements.

Already using Precisely's data quality solution for reconciliation processes, the health plan wanted to augment these services with the visibility capabilities of Precisely Data360, to also monitor their system statuses. The customer approached Precisely for assistance to build out the monitoring, status consolidation and visualization of the cross-systems statuses. Beyond the consolidation of system statuses and the generation of alerts when target thresholds were exceeded, the customer requested a color-coded system to increase visibility in tracking critical processing issue severity levels.

The Solution

Precisely created an overall systems status dashboard to display the status for each systems area. The dashboard is accessible via a stored link in the customer's SharePoint site. The solution captures the systems status and refreshes the Precisely Data360 dashboards nestled behind the overall systems status dashboard. Color-coded statuses within dashboards communicate issue severity levels: grey (status not available), green (executions completed within the SLA), yellow (executions completed, but SLA exceeded) and red (executions incomplete and SLA exceeded). From the overall systems status dashboard, drill down to other dashboards allows viewing of the specific execution details as well as historical trend data.

GROUP	APPLICATION	FUNCTION	UP	RESULTS	PERFORMANCE
Salesforce		SearchMemberFACETS	Green	Green	Red
Salesforce		SearchProvider	Green	Green	Red
Salesforce		ViewMemberBenefits	Green	Green	Red
Salesforce		ViewMemberClaims	Green	Green	Red
Salesforce			Green	Green	Yellow

Client

Leading state-based payer serving over 450,000 members

Industry

Healthcare Insurance

Challenges

- Inability to effectively monitor multiple operational systems to ensure processing occurred within target timeframes
- Separate monitoring of statuses across batch, transaction, and shared service systems created a complicated and inefficient process
- Insufficient enterprise-wide visibility into operational system statuses
- Lack of uniform performance reporting across systems due to nonstandard system status criticality levels
- Deficient visibility into service level agreement (SLA) performance measure statuses
- Health plan needed a graduated failure alert system to trigger responses based on severity of risk

Solution

Precisely Data360

Results

- Dashboard link stored in customer SharePoint site provides direct access to the systems' status for batch, transaction, and shared services systems
- Established system status monitoring and updating as available
- Delivered standardized color-coded statuses and alerts for levels of system status criticality to improve response time to medium and high-risk situations.
- Status for each type of system includes drill-down capabilities to understand and research status and alerts.

Key capabilities of the Precisely solution include:

- **Data File Monitoring:** Updated statuses from each system become available throughout the day via excel spreadsheets and XML files. File monitoring capabilities are utilized to monitor numerous Windows folders that are populated with the status files. Calendars and the Precisely internal scheduler control when the file monitoring actively looks for new status files.
- **Data Preparation:** Status fields, including systems status identification such as Group, Category, Application, Function and Location, are captured along with execution date and time values from the status spreadsheets and XML files. The identification fields are then used to look for a match in a predefined mapping table that contains performance SLA information.
- **Data Analysis:** Several statuses may be reported on, such as up/down, pass/fail and execution times. These status field indicators are, in turn, used to determine the color-based severity status such as Green, Yellow, Red and Grey (status not available). Execution times are compared with performance SLA times to determine the current color status.

Precisely delivered an automated process to capture systems statuses as they become available across batch, transaction, and shared service systems.

The Results

Precisely delivered an automated process to capture systems statuses as they become available across batch, transaction, and shared service systems. The solution creates both alerts and color-coded dashboards to prompt end user investigation and action, while providing both summary and drill-down results on SLA performance.

