

# Software Product Engineering, Infrastructure & Security Services

## for Business Service Reliability

## Client Overview

The client is one of the fastest growing not-for-profit managed care organizations in the U.S. - a provider-sponsored health insurance company, serving more than 1.2 million members in New York.

## The Business Situation

As part of digital transformation initiatives, the client upgraded their core technology platforms, and wanted to accelerate software delivery to meet escalating business demands for upgraded solutions. Facing a roadblock with their entirely manual software deployment process that was time consuming and error prone, they had an immediate need to automate and standardize their processes, while reducing complexities, minimizing overhead, and ensuring maintenance of security & compliance controls.

The client's service desk was overwhelmed by the high call volumes during open enrollment, and off-hours, leading to delays in ticket triage & resolution.

## The Solution

A range of solutions and services was provided to address the challenges faced by the client across the application & infrastructure spectrums. These have delivered higher operational efficiencies at optimized costs, through streamlined & automated processes backed by secure infrastructure.

## Solution Components

- Automation Framework for deployment, with DevOps support, and ServiceNow integration
- Jenkins CI/CD Pipeline Automation with on-demand infrastructure integration
- QA Automation & Release Management
- IT Service Desk extended to 24x7 coverage
- 24x7 Remote SOC, with Threat Hunting
  - 2000+ Endpoints, 500+ Servers, 200+ Networks
  - SIEM finetuned for User Behavior Analysis
- Cloud Migration & Development - Informatica on AWS
- Production Support for iOS Mobile App
- Salesforce (SFDC) Administration
- ServiceNow Development and Support

## Challenges

- Delays in go-to-market due to manual development & deployment
- Non-conformance to SLAs due to error-prone processes
- High call volume during open enrollment & off-hours causing ticket resolution delays
- High-risk environment due to unidentified security vulnerabilities
- Delays in Salesforce and ServiceNow development activities

## Solution Outcomes

- Fully automated deployments across distributed data centers & virtualized environments
  - Deployment success rate increased from 60% to 96%
  - Elimination of 99% of errors in application release processes
  - 90% faster application delivery due to automated deployment
  - Enhanced ability to launch major features routinely without business impact
- Significant reduction in overall cost of IT operations through automation framework
  - Efficient handling of spikes in call volume
  - Drastic improvement in Average Speed of Answer (ASA)
  - Enhanced customer satisfaction, due to extended support during COVID-19
- 300% acceleration of security incident discovery
  - Discovered several security weaknesses not identified by previous vendor
  - Substantial improvement in client's security posture, infosec maturity
- Effective use of Salesforce through Apex Code Automation
  - 95% effort reduction/mo. for SFDC refresh activity
  - 98% effort reduction for every RT deployment cycle
- First Resolution Rate (FRR) for ServiceNow maintenance improved from 42% to 90%