

Niche Technology Partner for a Large Integrated Managed Care Consortium in the U.S.

Client Overview

The client is a large integrated managed care consortium in the U.S., serving 12+ million members in 700+ locations across 8 states and the District of Columbia.

The Business Situation

The client was looking to modernize their health & healthcare offerings and needed ongoing solutions to enable digital transformation for network members. The Central Digital Office (CDO) providing infrastructure support services to members was running on legacy systems. The volume of continuous upgrades and enhancements required transformative solutions to support rapid deployment on both production & non-production environments, and to increase digital agility while reducing operational expenses.

To increase their go-to-market speed, they also wanted a unified IT ecosystem that would consolidate all cross-department data, port, build, and integrate existing solutions to the enterprise hybrid cloud platform.

The Solution

With extensive expertise & experience in AI/Automation-led digital transformation solutions, Long 80 offered the XaaS (Anything as a Service) operating model for modernized IT service delivery.

Solution Components:

- Environment as a Service (EaaS)
 - Infrastructure as Code (IaC)
 - Customizable Workflow Images
 - Virtual Appliance Provisioning
- Automation Enablement
 - Load Balancer as a Service (LBaaS)
 - Database as a Service (DBaaS)
 - Compute as a Service (CaaS)
 - Identity & Access Management (IAM)
- Cloud Enablement
 - Data Security
 - Azure Model Building
 - Testing & QA
 - Production Migration
- Azure ML Services
 - Operationalizing Azure ML Services
 - Cloud Automation Strategy Development
 - Best Practice Definition

Challenges

- Traditional infra unable to keep pace with fast-evolving digital business
- Lack of automation in software deployment processes delaying time-to-market
- Manual error-prone IT processes impacting service availability
- Disruption in business operations during applications/systems management
- Secure & compliant migration of 12+ million member data to new cloud platform
- Guidance on Azure ML strategy and best practices
- Skilled workforce availability

Solution Highlights

- Environment as a Service (EaaS)
- Automation Enablement
- Cloud Enablement
- Azure ML Services

Solution Outcomes

- Digital agility through XaaS on enterprise hybrid cloud platform
- Improved Time-to-Market
 - Accelerated software development & deployment with EaaS
 - Consistent & repeatable models for applications across environments
 - Highly skilled and experienced staff
- Reduction in operational costs
 - Reduced cost of automation through scalable microservices
 - Reduced manual effort due to automation
 - Improved resource utilization & availability through EaaS
 - High performance due to self-driving operations
- Robust data privacy & security
- Improved satisfaction of Business Units
 - High availability of business services due to on-demand provisioning
 - Reduced operational bottlenecks through automation
 - Increased ability to onboard customers to use healthcare related ML models