

Large Application Support and Maintenance Experience

A large US Headquartered Health Insurance Enabler

<p>Customer Profile</p> <p>A Large US based organization providing advanced Health Insurance Options in partnership with major Providers</p> <p>Domain</p> <p>Healthcare</p> <p>Business Area</p> <p>ASM MS Technologies</p> <p>GEO</p> <p>North America</p> <p>Technical Environment</p> <p>Microsoft .Net stack, Azure PaaS / iPaaS / serverless</p>	<p>Project Description</p>	<p>Business Problem: Support of a large ungoverned on-premises applications base with significant latency and outage issue; lack of structured processes leading to user dissatisfaction.</p> <p>Objectives: To outsource and streamline Applications and Infrastructure IT operations Application Services (AS) Key Application Tech stack - Microsoft .Net, Azure PaaS /iPaaS /Serverless applications (custom applications on Azure App / AKS, Logic Apps, Azure Functions, Asynchronous integrations, Azure data services & more), Oracle Data Store (ODS)</p>	
	<p>HCL's Solution</p>	<ul style="list-style-type: none"> • HCL began with a structured Transition governed by its proprietary Transition Framework • Transformed a staff-augmentation engagement to an integrated operations DevSecOps partnership • Ideated on Cloud Adoption and handheld customer on Azure adoption / implementation journeys • Implemented Support Governance • ASM 2.0 implementation undertaken • Key Products <ul style="list-style-type: none"> ○ Billing, Enrollment & Claims • Key Stats: <ul style="list-style-type: none"> ○ ~150 Azure support FTEs ○ 1400+ tickets per month ○ Proactive Incident resolution ○ 24X7 Support window 	
	<p>Challenges</p>	<ul style="list-style-type: none"> • Lack of Documentation of existing applications • On-boarding of HCL Tools /IPS • Lack of Release and Change Management processes 	 <p>Support Methodology ASM 2.0</p>
	<p>Benefits / Value Added</p>	<ul style="list-style-type: none"> • Improved Apps & Integrations Manageability via Azure based Apps Modernization • Significant reduction in outage • Significant reduction in usage latency • A CSAT Score of 6.7+ / 7 achieved 	 <p>~280 Apps</p>  <p>~150</p>