

Opsview keeps a Major US Health Insurance provider in good health

The Challenge

This provider was in the process of implementing a new claims management system for one of its healthcare lines of business. It required a monitoring system that could be customised sufficiently to meet a variety of very specific requirements. It was critical that any issues in the receipt or processing of documents were detected early.

Our Approach

Our approach was to deploy Opsview with a suite of custom monitors developed to gather metrics from each step in the claims processing workflow.

Solution

A pilot monitoring system was implemented in parallel with the final application testing. The monitoring system was integrated with the provider's helpdesk software running on an IBM mainframe.

The pilot system proved that Opsview met all the provider's requirements and was therefore selected and shortly afterwards Opsview was deployed into production.

Results

The provider's claims management system went live with a comprehensive monitoring framework provided by Opsview. Early warning of potential issues ensured the provider's IT team were able to meet their service level commitments to customers. Opsera provide ongoing technical support to ensure the provider continues to derive full value from the Opsview system.

Our Client

This Major US Health Insurance provider is one of 39 independent, community-based and locally operated health insurance companies. It has offices throughout South Carolina, Virginia and Texas. It is the largest employer in South Carolina with 12,000 employees.