Independent Health

Independent Health deploys a solution based on Micro Focus® Application Lifecycle Management (ALM) to provide prompt, responsive access to the systems its external and internal customers use.

Overview

Independent Health is a major force in the provisioning of employee healthcare benefits in Western New York. With nearly 400,000 members (healthcare consumers and providers) and 1,080 associates (including call center employees), the Buffalo-based not-for-profit company is recognized as one of the highest-ranked health plans in the United States.

Challenge

Independent Health needs to provide prompt, responsive access to the systems that its external and internal customers use—including the IndependentHealth.com website, WNYHealthNet web application, Siebel systems, and HealthRules Manager. The company aimed to accelerate the time-to-value of these applications, which provide doctors, patients, and employees with access to critical healthcare information. Along with his team, Chris Trimper, Independent Health's application services and quality assurance (QA) manger, endeavored to enhance the quality of Independent Health applications as they moved from development to production, leveraging the company's ecosystem of Micro Focus software solutions to enable a DevOps approach that would span the application lifecycle.

Solution

In addition to Micro Focus Application Lifecycle Management (ALM), Trimper's team used Micro Focus LoadRunner Professional, Micro Focus UFT One, and Micro Focus AppPulse Active to achieve its aims. Specifically, the team used LoadRunner Professional and UFT One for both user interface (UI) and application programing interface (API) testing. Scripts created for the development environment using the LoadRunner Professional Virtual User Generator (VUGen) component are reused via the cloud in a production instance of AppPulse Active. Melillo Consulting, a trusted Micro Focus partner, recommended and helped to architect the AppPulse solution, which provides end-user experience monitoring in an on-demand Software as a Service (SaaS) environment.

Results

Using Micro Focus software, Independent Health now:

- Constantly improves its delivery of high quality applications that provide critical healthcare information to more than 400,000 patients, doctors, and employees (IndependentHealth.com, WNYHealthNet web application, Siebel systems, and HealthRules Manager)

Independent Health®

At a Glance

- **Industry**
  Healthcare and Medical

- **Location**
  United States

- **Challenge**
  Enable a DevOps approach to improve application quality and provide users with prompt, responsive access to the systems they need.

- **Products and Services**
  Application Lifecycle Management
  UFT One
  LoadRunner Professional
  AppPulse Active

- **Results**
  + Consistently improves the delivery of high quality applications that provide critical information to more than 400,000 users
  + Decreases call center data access from 12 to 2.5 seconds (79 percent decrease) for increased user productivity
  + Improves application quality by providing real-time insight into user pain points

Although scripts are set up and stored in the cloud, they can run on local points of presence. Independent Health anticipates achieving the ability to pass scripts across all levels of the development chain to further improve requirements traceability and enable a full application lifecycle DevOps transformation.

- Delivers self-service capabilities to executive leadership (CIO and directors), allowing leaders to instantly view reports on application health and supporting strategic decision-making
- Decreases call center data access from 12 seconds to 2.5 seconds (a 79 percent decrease), increasing worker productivity, improving customer service, and ensuring that the call center can meet peak demand during enrollment season and promotions
  - Monitors how application performance changes over time; gains early warning, trending, and insight into system status—allowing ongoing improvements in key performance indicators (KPIs) such as availability and time-to-repair
  - Achieves faster time to repair and prevents issues before they happen— for 99.9 percent availability
  - Conducts proactive as well as reactive application testing
  - Speeds time-to-value of customer-service applications, quickly delivering up-to-date, accurate, health-impacting information to healthcare providers and consumers
- Gains real-time insight into user pain points for improved application quality
  - Repurposes existing LoadRunner Professional scripts for production monitoring via AppPulse Active operational synthetic transactions that mimic the user experience
  - Saves 36 hours a month in IT time by reusing testing scripts in the application development lifecycle

- Relieves production support teams from the responsibility for maintaining scripts
- Avoids infrastructure (server and software) overhead with a Software as a Service (SaaS) solution (AppPulse Active)

Independent Health has approximately 15 active users of AppPulse and another 20 or so occasional ones. They include system administrators, database administrators, product-support personnel, and software development managers and directors. The number of users is growing, as is the number of testing scenarios. Integrating AppPulse with LoadRunner Professional, UFT One, and ALM enables Independent Health to seamlessly transition scripts from pre-production into production for near-instant performance monitoring. This compresses release times and gives Independent Health more confidence in its application and user experience. Enterprise-class security features such as data encryption protect company and customer data. Although scripts are set up and stored in the cloud, they can run on local points of presence. Independent Health anticipates achieving the ability to pass scripts across all levels of the development chain to further improve requirements traceability and enable a full application lifecycle DevOps transformation.

Learn more at
https://software.microfocus.com/en-us/solutions/performance-testing

https://software.microfocus.com/en-us/solutions/user-experience-management

www.microfocus.com/en-us/products/uft-one/overview

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