Overview
Founded in 1966, National Government Services (NGS) provides technology solutions that support federal government healthcare programs in the United States—including Medicare, Medicaid, and the Affordable Care Act. NGS employs more than 2,500 people in 16 locations, with headquarters in Indiana. It is a subsidiary of health insurer Anthem, which insures nearly 37 million members. Moser Consulting was founded in 1996 and employs more than 200 people who provide managed services, IT consulting, and big data services. Both companies support a federal government call center system capable of accommodating 15,000 simultaneous users.

Challenge
NGS and Moser Consulting, an NGS subcontractor, support a large and complex call center software deployment for US Government healthcare programs. This software also connects to healthcare.gov and various other systems, including regional mainframes. Following the introduction of the Affordable Care Act in the U.S., the two companies wanted to improve the efficiency of software testing services. By automating testing, they aimed to improve the speed at which the software responds, and to accommodate a large increase in federal call center agents.

Solution
In addition to Micro Focus Application Lifecycle Management (ALM), the NGS-Moser solution incorporates Micro Focus ALM Synchronizer, Micro Focus LoadRunner, Micro Focus Unified Functional Testing (UFT), and Micro Focus Performance Center.

Results
Using Micro Focus software, the NGS-Moser solution:
- Supports five times more federal healthcare customer service agents (increased from 3,000 to 15,000)
- Reduces the time it takes to test call center software updates from eight person-weeks to two days (using UFT)
- Creates the first automated build testing for automated software deployment on the contract (using UFT with ALM Lab Host and the Jenkins plugin for ALM)
- Uses ALM to decrease the time it takes to create manual software tests by 60 percent (over the previous process, which relied on Microsoft Word and Excel)
- Uses ALM Synchronizer to achieve 100 percent coverage of ALM test cases to release requirements written in Rational Requisite Pro

Customer Success Story
Application Development, Test and Delivery

National Government Services and Moser Consulting

National Government Services teamed with Moser Consulting to deploy a Micro Focus® Application Lifecycle Management (ALM) based solution that improves the efficiency of software testing services through automation.

At a Glance
- Industry
  Government
- Location
  Indianapolis, IN
- Challenge
  Automate software testing processes to improve efficiency and increase the speed at which the software responds.
- Products and Services
  Application Lifecycle Management
  Application Lifecycle Management Synchronizer
  LoadRunner
  Unified Functional Testing
  Performance Center
- Results
  + Increased the number of federal customer services agents the software can support from 3,000 to 15,000
  + Reduced the time it takes to test call center updates from eight person-weeks to two days
  + Decreased the time it takes to create manual software tests by 60 percent
  + Achieved 100 percent compliance with customer service license agreements (SLAs)
Using Micro Focus software, the NGS solution supports five times more federal healthcare customer service agents (increased from 3,000 to 15,000) and reduces the time it takes to test call center software updates from eight person-weeks to two days.

- Uses NGS custom correlation rules to reduce the time it takes to modify VuGen LoadTest scripts by 80 hours per quarter

- Uses Performance Center to create a unique load testing solution to test the computer telephony integration (CTI) component of a call center application

- Achieves 100 percent compliance with customer SLAs for performance on Siebel call center software after the expansion to support the Affordable Care Act

- Makes it possible for call center agents to view enrollment information from healthcare.gov, giving callers an alternative to using the website to enroll for health insurance

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