Healthcare Plan Reduces Platform Staffing Costs by 50% -- While Sparking Quality Turnaround -- with 35% Less MSP Overhead

## Situation: Flawed support compromised production and future focus.

The client, a $1B+ healthcare plan company, depends on its integration and infrastructure platform for claims adjudication, enrollment, provider inquiries and other core business activities. Internal IT resources were stretched thin and impacted by accumulated MSP-vendor (Managed Services Provider) and quality control issues.

- Expert knowledge and leadership were unavailable or delayed during critical production outages and planning sessions (MSP required formal requests and planning for each separate issue).
- No proactive middleware license plan or system monitoring was in place (numerous platform inefficiencies).
- Administration was manual, labor-intensive and error prone (no automation).

Remediation: Leveraging Technology implements efficient, proactive support model.

Today, a priority-based administrative support model is in place, with 35% less overhead than the previous MSP.

- Leveraging's single-point-of contact management plan is different than a typical MSP, with a queue for every production issue triage. Time is spent resolving issues and addressing strategic priorities, not on management overhead.
- Service delivery ramps up or down based on the client's business needs.
- Real-time access to a bench of certified experts with a 24x7 incident support system.
- Outage protection extended with automation across all integration software deployments, database administration, and artifact gathering for product updates.
- A new monitoring and alerting system in the Production and User Testing environments directs the right priority alerts to the right people at the right time for unprecedented efficiencies.
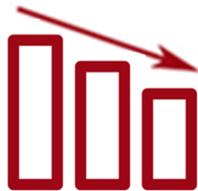
Reduced administrative
staffing cost by 50% FTEs

24x7 expert-level support
eliminated down-time from lack
of knowledgeable oversight
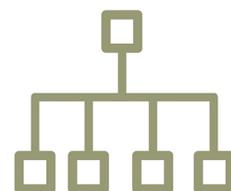
Upgrades and licenses managed
across four software deployments
for compliance – with 35% less
MSP overhead

Long-term: Benefits of Leveraging Technology Managed Services continue to add up.

Thanks to fewer production issues, automation and the availability of expert support, the healthcare company has experienced reduced production triages and hours spent on root cause analysis -- while accomplishing these goals:

- Upgraded all middleware components from AIX to a Linux platform and meet new compliance requirements.
- Licensing is current, avoiding costly compliance, audit, and efficiency costs.
- Reduced exposure to production risk in integration, EDI, services, and core application platform.
- Meanwhile, internal admin support costs decreased by 50%.

Contact: info@leveraging.com or 585.454.4250 x100 to discuss how this approach can provide greater system clarity and overall platform system health and performance.