

# Large Health Insurance Company in the Northeast

# 72%

Reduction in Software Operational Costs

# 84%

Improvement in Time to Value

## LARGE HEALTH INSURANCE COMPANY DRIVES RAPID BUSINESS APPLICATION MAPPING AND SYSTEM VISIBILITY WITH ONPOINT MANAGED SERVICES

### THE CHALLENGE

As a doctor relies on an X-Ray to diagnose and fix issues, this insurance provider relies on visibility into its IT environment to identify and resolve (or prevent) system failures. In an effort to improve visibility into the relationships between critical business applications and thereby enable its business leaders to make data-driven decisions, the insurance provider's IT management committed to the company's CIO to increase the number of business application maps in their configuration management system UCMDB by 800 in just eight months. The tools team responsible for bringing this undertaking to fruition, however, did not have the skill set or manpower to achieve it in the given timeframe.

### HOW ONPOINT HELPED

ONPOINT helped the customer's tools team not only meet but exceed its mapping goal by rapidly scaling and increasing the efficiency of the mapping operation. ONPOINT augmented the number of mappers dedicated to the mapping effort, helping execute mapping tasks such as gathering requirements for applications from app owners, physically mapping over 400 applications in UCMDB, validating the accuracy of completed applications, and pushing them to Service Manager to allow for impact analysis in the change process. ONPOINT also provided its mapping expertise to enable the customer's resources to complete more complex maps during this project and in the future.

### THE IMPACT

This achievement ultimately enabled the customer's leadership to better understand potential business impacts of changes in their IT environment, reduced their software operational costs by 72%, and improved their time to value by 84%.