

RAMPING UP DATA OPERATIONS
EFFICIENCY FOR THE CLOUD
JOURNEY AHEAD



Our client is a leading healthcare payer in the US with a presence across seven states encompassing the Medicaid, Medicare, and Health Insurance Exchange (HIX) segments.

Key Challenge

Finding the Balance

Our client was looking to free up their internal data operations expertise to undergo a cloud transformation journey. However, the balance between multiple customizations and integrations, and the critical nature of data operations was a fine one, presenting transition risks that required mitigation before embarking on any transformational journey.



The Solution

Executing DataOps

In an 8-week, noiseless and gated transition, Infosys navigated the client's internal data operations by monitoring them (24x5), conducting problem management for acquired data services (source to staging) and integrated data services (staging to reporting), with data operations support for applications 'on premises', completely quelling any early transition concerns.

Empowering With Data



Self-Help Capabilities

Improved service desk, including self-help features like auto restart for long-running sessions, data extract solutions, and runbook updates



Swift Development Time

Automation scripts that create backout plan, metadata, clustered indices and alter scripts – reduced development time from 120 minutes to 1 minute for each user story



Defining Transparency

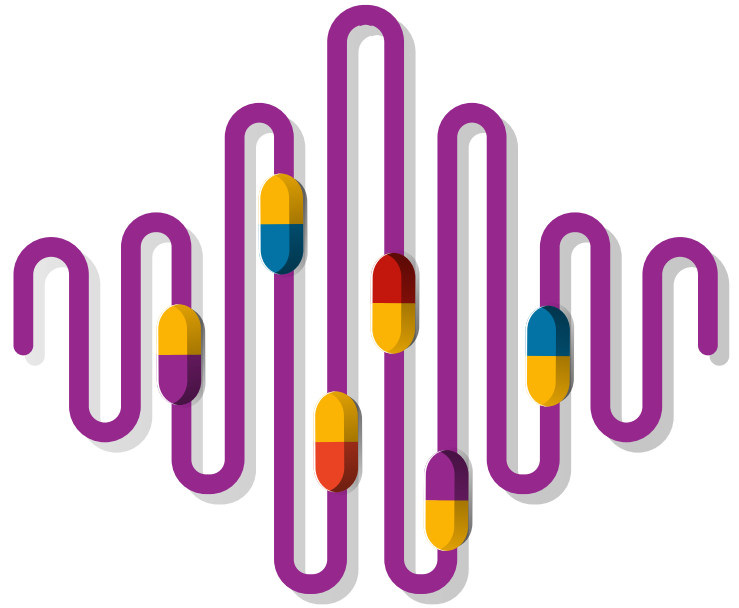
Glass-box governance model provided operational transparency into day-to-day functioning along with quarterly demand management workshops

Benefits

Coasting on Smooth Operations

- **Fewer Issues**
36% fewer incidents through automation, elimination, and left-shift
- **Faster Functioning**
2x velocity improvement in 10 months
- **Minimized Costs**
\$350k savings through automation and productivity improvement

With Infosys by their side, the client redeployed their internal workforce and saved 36% of efforts in data operations. As a result, the client was able to move up their cloud transition plans by six months, advancing to their digital transformation faster than ever.



Infosys Healthcare Practice

Infosys empowers healthcare organizations to streamline intricate ecosystems, uniting processes, data and core systems. By forging seamless connections across the value chain, we pave the way for harmonized healthcare journeys that enhance connectivity between members and patients, fine-tune operational costs and orchestrate speed-to-market.

Learn more about how we enable organizations to amplify their possibilities and drive transformative growth.

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For more information, contact askus@infosys.com



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