

# Remote Infrastructure (RIM) and Database Administration (DBA) for a leading Healthcare insurance provider

*The client is a leading non-profit Health insurance provider. The organization based in Colorado, US is committed to improve the delivery of health care services to individuals and offer group health plans to thousands of beneficiaries. This includes individuals, employers, doctors, pharmacies, hospitals through charitable contributions.*

## Situation analysis

Client was faced with the challenges of inefficient IT infrastructure and database management which was causing delayed responses to their customer requests. This caused further problems in their performance, specifically in their IT resources.

Since there was a shortage of efficient resources locally, the client wanted to partner with a company with skilled resources with offshore delivery model. They needed extended arm of support and help in managing their IT infrastructure remotely and database administration.

The client was impressed with e-Zest's Healthcare domain expertise and engagement model. He chose as their technology partner.

## The vision

Client was looking for remote administration services and remote monitoring of their IT infrastructure with a vision to control employee productivity. The vision was to identify issues in their infrastructure, performance tuning of various databases and build dashboards for measuring the performance of the employees delivering services.

## Our Solution

e-Zest team understood client's challenges and came out with a solution to deploy a process and a team that remotely monitors the client network. e-Zest offered Remote Infrastructure Management Support and DBA Support with the following RIM and DBA Support Responsibilities:

- Defined SLAs and kept a close watch on meeting the required SLAs
- The team created monthly reports showcasing service performance matrix
- Leveraged Nagios for remote monitoring of entire infrastructure

e-Zest monitored client's entire IT infrastructure remotely, proactively identifying issues to resolve them. Upon receiving an email alert, the e-Zest support engineer did the initial troubleshooting and diagnostics following a script. This usually involved logging into a management server to run specific scripts which would restart services, if needed.

Database Administration and performance tuning of various SQL Servers and Oracle Databases was done which involved the following activities:

- Database software installations, creations, performing upgrades
- Managing DB storage structures, security policies, schema objects, tables, indexes and views
- Performing migration, backup and recovery of databases
- Monitoring and tuning performance of databases

To measure the performance matrix of employees delivering various services and manage operational tasks, e-Zest worked on Data Visualization development which included creation of eight different dashboards. Tableau was used for building the data models and creation of the dashboards.

## *Technology stack*

- Windows, Linux, VMWare, NagiOS
- DBA: SQL Server Administration
- Dashboard: QlikView

## *Project outcomes*

e-Zest team added significant value to the client's business with the following outcomes:

## *RIM support*

- Added value in sharing the infrastructure load
- Helped in automating alerts that gives notification on service failures
- Proactive monitoring of critical resources and services as required by the client

## *DBA support*

- Weekly report update getting completed in 2 hours as compared to 13 hours before e-Zest took over
- Improved reports by optimization techniques and Index creation

## *BI Dashboard*

- Client is able to get reports with better data visualization on all help desk tickets
- Will be able to view the overall trends of open and closed tickets
- Can view the overall trends of the team member's performance in fixing tickets
- Can view whether the help desk SLAs (Service Level Agreement) are met for the tickets
- Dashboards can be used for managing daily operational tasks by the supervisors

## *Project highlights*

- Standard encryption of all workstations used for the client's work
- Team members working in client location has been provided mandatory trainings on:
  - Fraud, Waste and Abuse Training
  - Security and Privacy Training

- Weekly meetings and quarterly stakeholder meetings are organized
- Internal reviews and audits are periodically conducted to ensure compliance of processes and practices
- Dedicated team for the client account ensure smooth execution and control of activities

## Business value

- Highly streamlined and efficient process of monitoring the IT infrastructure
- Client optimized the report building time from 32 hours to less than 15 minutes
- Client now has a deeper monitoring and control of IT Infrastructure support through BI dashboard built for the C-level users

## Conclusion

e-Zest delivered remote administration services including DBA, remote monitoring of the client's IT infrastructure that involves more than 60 different kinds of applications and database servers running on Windows and Linux.

e-Zest team's expertise in efficient handling of various SLAs defined by the client helped the client optimize their IT infrastructure and report building time. The various BI dashboards built by e-Zest for the C-level users provided a thorough monitoring and control of IT infrastructure support as desired by the client.

e-Zest's dedication and efforts has resulted not only in successful delivery of all SLAs but also has won many appreciations and long term engagement with the client.

