



Automating Workload Management System

For An American Health Services Organization

ABOUT THE CUSTOMER

The customer is a US-based global health services company, seeking to establish themselves as a complete healthcare and lifestyle enabler. Their mission is to improve health, well-being and provide peace of mind for those they serve by making health care simple and predictable. Their aim is to make healthcare accessible, affordable and comprehensive with no unforeseen surprises.

BUSINESS CONTEXT

Batch systems play a key role in services companies in managing their critical business functions such as delivering on Service Level Agreements (SLAs), and leveraging operation analytics to manage batch trends. It is important to ensure their on-time completion, especially in case of a heavy volume of service requests and complex service requirements. Today, this is done in a manual and reactive fashion thereby impacting cost, quality and time.

PROBLEM-1

Lack of end-to-end observability of critical business processes as they are spread across various value streams having a load of 12,000+ batch jobs that run 5.5 million executions per month. This could impact 600+ SLA misses. The IT estate needs to meet numerous business deliverables to run day-to-day business operations efficiently. Batch processes are critical and must be completed within the SLA, ensuring smooth business operations. While the standard reactive operating model can, at best, react to failures and delays, it cannot prevent them from occurring. As a result, batch operations observe unexpected delays and outages.

These batch processes are responsible for key business deliverables such as process daily appointments, new and renewal of policies, claims, outreach programs such as reminders/notifications to members/providers, price optimization, personalized marketing, agent commissions, member incentives and so on. Moreover, missing SLAs of the batch process has an impact on Federal and State compliance.

PROBLEM-2

The company handles a massive volume of batch jobs, and nearly 15,000+ exceptions batch admin requests are handled manually. Requests are submitted through an online portal and an operations command center, and the batch operations team processes requests manually while responding to users.

THE SOLUTION

ignio BENEFITS

By leveraging ignio AI. Workload Management's machine learning and analytics capabilities, clients can now monitor batch progress, predict future batch behavior using visual radiators and send early notifications of any possible delays in business deliverables. As a result, instead of reacting to situations, the operations teams can now get a sense of the potential delays and have enough time to take timely corrective actions.

Using ignio AIOps and ignio AI. Workload Management capabilities, nine different batch administration requests have been automated through ESP integration, and the batch exception intake system was eliminated. Manual intervention on batch exception management, which was tedious and time-consuming, was removed.



SLA prediction with more than one-hour advance warning of potential breaches, thereby offering more time to take corrective actions



SLA notification configuration for 600+ jobs



Instantaneous impact analysis of any job failure or delay in SLAs



Real-time dashboard configured for 40+ business processes



8,000+ batch admin requests handled by ignio every month with no manual intervention



80% reduction of wait time in batch admin request

KEY VALUES DELIVERED

- Prevented SLA violations via predict, diagnose, prescribe model
- Simplified visual radiators for complex business processes
- Predictive analysis on run time based on change in schedule
- Automated early warning system to indicate a risk in batch process
- Adjusted processing data volume due to better observability of batch run time
- Ability to take pre-emptive action on a potential risk

TESTIMONIAL

A C-level executive's comment when asked about the problems with ignio:

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“None. Receiving positive feedback from customers consistently in governance calls.” This is in keeping with the customers' core values which are accessibility, affordability, and comprehensiveness. ignio has produced a win-win situation for the healthcare provider and its customers.

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