Health Insurance Provider Streamlines and Reduces IT Costs with DX UIM for Full-Stack Infrastructure Observability

BROADCOM®

Insurance Provider

CLIENT PROFILE

Industry: Health insurance

Employees: 6000

Members: More than 3.5 million

Provider Network: 30,000

BUSINESS

This regional health insurance provider is the largest health benefit plan company in its state. It is an independent, not-for-profit organization governed by its own board of directors.

CHALLENGE

To maintain its diverse, constantly expanding infrastructure, the organization must monitor a wide range of environments, network devices, and cloud-based computing infrastructure to manage its billing, medical operations, medical management, and patient data.

Business

This Broadcom client is a nearly 80-year-old nonprofit regional health insurance company that provides plans for the region's individuals, families, and businesses. The insurer has more than 3.5 million members, 6000 employees, and 30,000 healthcare providers in its network. With a rich history of innovation, the organization is proud of its steps toward digital modernization and its continued efforts to identify new ways to improve patient and population health outcomes.

Challenge

Monitor a Large Hybrid Infrastructure with a Mix of Legacy and Cloud Environments

This health insurer continues to modernize and innovate its infrastructure while managing a sizable hybrid environment with 5000 servers, more than 85 enterprise applications, and multiple private cloud instances. To maintain its diverse, constantly expanding infrastructure, the organization must monitor a wide range of environments, network devices, and a cloud-based computing infrastructure to manage its billing, medical operations, medical management, and patient data, as well as its growing healthcare management platform, which supports predictive patient care needs.

This type of dynamic hybrid environment requires scalable infrastructure monitoring and management to avoid capacity issues and infrastructure performance problems and to prevent mission-critical infrastructure outages.

At the center of this large, complex IT infrastructure supporting a critical healthcare mission is the organization's Senior Systems Engineer, who is responsible for monitoring and proactively managing the infrastructure as well as devising and implementing strategies for ensuring the digital experience for patients, families, healthcare providers and the organization's 6000 employees. The Senior Systems Engineer is also tasked with identifying new ways to reduce infrastructure costs while improving infrastructure performance.

SOLUTION

To maintain availability and achieve the highest levels of full-stack infrastructure observability over its hybrid infrastructure, packaged applications, networks, and data services, the health insurer uses DX Unified Infrastructure Management (DX UIM) across this environment, including public could services.

BENEFIT

Before DX UIM, an IT team member would often have to get up in the middle of the night to manually restart mission-critical application and web servers. With DX UIM, this client has eliminated complex manual reboot steps by 100%. Additionally, DX UIM has helped reduce this customer's overall MTTR by 50% as compared to before using DX UIM.

With DX UIM, the major strength is the breadth of the technology monitoring probes.

SENIOR SYSTEMS ENGINEER, HEALTH INSURANCE PROVIDER

Solution

Breadth of Infrastructure Monitoring

To maintain availability and achieve the highest levels of end-to-end observability over its hybrid IT environments supporting business and IT services, the health insurer uses Broadcom® DX Unified Infrastructure Management (DX UIM) across its entire infrastructure, including servers, private cloud environments, and public cloud services.

"With DX UIM, the major strength is the breadth of the technology monitoring probes," the organization's Senior Systems Engineer says. This flexibility has allowed the organization to monitor legacy systems while adding new infrastructure technologies to create a single source of truth.

To complement DX UIM, the health insurer uses Broadcom Application Performance Management to ensure that the performance of its enterprise applications meets the digital experience demands of patients, families, providers, and employees.

Benefits

Cost Reduction through Automation

In addition to the benefits of providing the IT team with an easily accessible single source of truth for infrastructure observability, DX UIM has enabled the automation of tedious manual processes that previously required IT staff intervention 24/7. The IT team has configured DX UIM to trigger corrective actions based on predefined thresholds without human involvement.

With DX UIM, the IT team has created automation to restart servers when occasional performance issues and failures occur. "By setting up detection triggers and automation, we're able to get that application back up using DX UIM automatically without any user interaction, eliminating manual efforts," the Senior Systems Engineer explains.

"These servers are complex to restart. Before DX UIM, someone from the IT team would have to get up in the middle of the night and manually restart the servers. With DX UIM, we have taken all of those complex, manual steps and have reduced them by 100%. Our team never has to touch it again," the Senior Systems Engineer notes.

The health insurer also uses DX UIM to restart other servers and devices through scripts; this proactive approach has prevented outages and freed up IT staff from having to perform potentially error-prone manual procedures.

Driving Infrastructure Cost Savings

In addition to automating IT processes, DX UIM has helped save costs by rightsizing the organization's infrastructure through its log file monitoring capabilities. Now the team can better understand growth trends and proactively introduce log rotation policies. This has contained excessive storage consumption and helped the IT team to more accurately predict growth and future capacity needs. The Senior Systems Engineer reports, "DX UIM has helped us to reduce manual infrastructure sizing activities and made it easier for our team to plan capacity upgrades accurately rather than over-provisioning."

Proactive Performance Improvement

The regional health insurer also relies on DX UIM to prevent performance issues and outages related to under-capacity situations. If one of the application files or databases becomes too large and the server runs out of space, this can lead to performance issues, outages, complaints, and service tickets.

"Log monitoring is a big request I always get because we get great insight from DX UIM. Application owners want the insights our tool offers for log monitoring to comprehend aspects like file size, age capacity, and trends in file-size growth. They aim to ascertain whether additional capacity is necessary to maintain a robust digital experience. DX UIM is capable of furnishing all these insights, enabling us to ensure that our infrastructure and network devices are appropriately sized to manage capacity and guarantee performance," the senior system engineer says.

Reduction of Mean Time to Repair

DX UIM has allowed the regional health insurer to consolidate its monitoring and management tools into a single platform, making it possible to rapidly identify and remediate performance issues. The organization can view alarms, risk, inventory and topography from one place, improving its visibility and control over its services and improving the organization's mean time to repair (MTTR).

The Senior Systems Engineer notes: "With DX UIM, we have complete end-to-end infrastructure visibility and the ability to get to the root cause more quickly. It has helped us reduce our overall MTTR by 50% as compared to before using DX UIM."

Future Plans with Broadcom DX UIM

As the health insurer looks ahead, the organization's plans involve greater integration with other tools for unified observability. The organization plans to integrate Active Directory performance metrics from DX UIM into the Broadcom APM monitoring platform. "If APM observes a transaction going out to a particular AD server, it can correlate the hostname and those metrics can be used as attributes," the Senior Systems Engineer explains regarding the future potential of DX UIM.

With its full-stack, customizable infrastructure observability capabilities, integration framework across other IT tools, and process automation strengths, DX UIM is helping drive IT efficiency and cost savings for this health insurance provider as it continues to evolve its dynamic IT environment.