Case Study: Healthcare

Health insurance provider finds a compliant route to the cloud

HIPAA regulations add another challenge to cloud migration. We helped one client comply while enhancing its agility and efficiency.

The U.S. health insurance industry faces challenges from all sides. As regulatory and taxation environments evolve, so too do customer expectations and demands for in-depth information and access to and interaction with insurers. Meanwhile, care plans are increasingly driven by data. Our customer, a leading American healthcare insurance provider, had the foresight to realize that facing these challenges would require a boost in its business agility and operational efficiency.

Transitioning to the cloud had the potential to meet both of these goals and result in significant savings, enhanced customer insights, lower time to market and high network availability. Our client also wanted to stop managing its data center and focus instead on core business and strategy.

At a Glance

A leading U.S. healthcare insurance provider needed to improve agility and operational efficiency to face the challenges of a changing market. Our team's solution was to seamlessly migrate the client to the AWS cloud.

Outcomes

- Ensured all apps comply with the all-important HIPAA regulations.
- Increased business agility and future preparedness by migrating to the cloud.
- Prevented business disruption with a handover-to-support framework.
- Prepared the organization for its paradigm shift to the cloud.

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Transitioning to the cloud improves agility and future preparedness

Winning combination
As an existing quality assurance partner for the business, Cognizant was well placed to carry out the new work. By using a transparent, unitized pricing model based on the number of virtual machines involved, we gave the client the flexibility to align the project with its business strategy.

The firm's leadership saw this leap as vital to future prosperity. The business would need to conform to the stringent Health Insurance Portability and Accountability Act (HIPAA) regulations designed to protect customers' medical records and other personal information. And the insurance provider also needed to minimize disruption during implementation and afterwards.

Our team's preferred option was to seamlessly migrate the client to the Amazon Web Services (AWS) cloud. Key features of our approach included:

- **Ensuring compliance for each app.** All the company's cloud-based solutions must comply with HIPAA. This legislation includes security measures but also extends to protocols for patient privacy and enforcement of laws as well as breach notification procedures. Healthcare and cloud providers alike need to understand the tenets of HIPAA for full compliance. Our team had access to that knowledge and used a compliance framework to ensure adherence with the client's policies for each migrated app.

- **Utilizing unique cloud expertise.** Key to the project was creating a cloud migration factory to facilitate the move of client applications and production workloads to AWS. The migration team included engineers with strong technical and business backgrounds to ensure the effort was managed well. Using our own cloud operational readiness framework guaranteed the migration was not only achieved but also completed with minimal disruption, on time and to budget.

- Completed the engagement on time and to budget.
- Enhanced security, availability and productivity.
- Migrated 146 applications.

- **Closely controlling the migration.** One of the main challenges of the project was seamlessly moving 146 applications to the new cloud-based platform. We used a real-time dashboard to view the status of various migration sprints as they happened to avoid problems. More than 70 reusable blueprints were used to accelerate migration.

- **Leveraging industry knowledge.** In addition to in-house technical expertise, our team brought in healthcare professionals and worked closely with the client to ensure the solution was tailored precisely to the company's business objectives and adheres to industry standards.

- **Having skin in the game.** As we leveraged a unitized pricing model, we ensured the successful migration of every application. Needless to say, the arrangement had a win-win outcome.

The project started in January 2019 and involved the creation of a dedicated governance and testing program to complement the transfer of data carried out by our cloud migration factory. Switching from an on-premises installation to the cloud has been a paradigm shift for the client. We used cloud organization and change management frameworks to identify and address organizational changes and trained or reskilled associates for cloud adoption.

Our team then leveraged our operations handover framework to ensure a smooth transition of the migrated environment to the client's operations personnel, allowing the company to face the future confidently.

About Cognizant Healthcare

Cognizant's Healthcare Business Unit works with healthcare organizations to provide collaborative, innovative solutions that address the industry's most pressing IT and business challenges—from rethinking new business models, to optimizing operations and enabling technology innovation. A global leader in healthcare, our industry-specific services and solutions support leading payers, providers and pharmacy benefit managers worldwide. For more information, visit **www.cognizant.com/healthcare**.

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Cognizant Digital Systems & Technology works with clients to simplify, modernize and secure IT infrastructure and applications, unlocking the power trapped in their technology environments. We help clients create and evolve systems that meet the needs of the modern enterprise by delivering industry-leading standards of performance, cost savings and flexibility. To learn more, contact us at **simplify@cognizant.com** or visit **www.cognizant.com/cognizant-digital-systems-technology**.

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at **www.cognizant.com** or follow us **@Cognizant**.

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