



Healthcare case study

Health plan kickstarts modernization with Microsoft Azure

Cognizant migrates a health plan's infrastructure to the cloud to improve system stability and performance and enable better service for plan members.

The challenge

Our client, a non-profit community-focused health plan is committed to improving the health of its more than 400,000 members by helping them access affordable, high-quality healthcare. Core system performance and data management are critical to these goals. The client wanted to improve batch production stability, deploy upcoming cloud-enabled technologies via our roadmap and create a foundation for modern member-facing services. Transitioning to a digitally adept modern infrastructure would position the health plan to meet these goals and improve its business continuity and disaster recovery plans.

The approach

We partnered with our health plan client to migrate its Facets core platform, various apps and in-house custom code from our on-premises data center to a Microsoft Azure public cloud managed by Cognizant Hosting. As a first step, a successful Sybase-to-SQL Server database migration positioned the plan to immediately execute the cloud migration, which was completed in six months.

At a glance

Industry

Healthcare

Location

United States

Challenge

Transition to a modern infrastructure to improve member care and experiences with enhanced system performance.

Products and Services

- Microsoft® Azure
- Cognizant TriZetto® Facets® core administration platform
- NetworX Pricer®
- Cognizant Hosting

Success Highlights

- Improved recovery time objective (RTO) from 48 to 24 hours
- Improved recovery point objective (RPO) from 24 hours to 1 hour

The health plan is now taking advantage of cloud-optimized versions of Facets and NetworX and their capabilities to launch infrastructure modernization initiatives, including federated user authentication, or single sign-on. This feature greatly improves associates' productivity by avoiding help desk calls to reset usernames and passwords. It also improves security, because user access to Facets is automatically removed whenever our client removes users from its corporate identity and access management system. In addition, because setting up non-production environments is easy and cost-effective, there is greater freedom to efficiently design and test new features and services.

Business outcomes

The migration to Microsoft Azure has increased the stability and flexibility of the client's core administrative functions, including batch scheduling and production and inter-datacenter data transfers. It has achieved the following:

- Improved the speed of extracting data from Facets to a data warehouse by 50% to 60%
- Decreased the time for claims delta extract from 6 hours to 2.5 hours on average
- Reduced the full claims extract time from 19.5 hours to 9.5 hours
- Improved the recovery time objective from 48 to 24 hours
- Improved the recovery point objective from 24 hours to 1 hour

The health plan now has a foundation for continued Facets platform advancement and security, including implementing containerized and cloud-optimized run time as well as web applications. In addition, Facets in the cloud gives our client increased elasticity to grow and/or shrink capacity with demand, which supports short-term compute demand increases and long-term demand increases such as those created by bringing on a large new group of members.

Greater system stability and performance enable the clients' associates to serve plan members better and give members a streamlined self-service experience. These improvements lead to more satisfied and healthier members.

“The efficient migration of Facets to the cloud in our Cognizant-hosted environment moved our organization forward in our digital transformation goal across the organization.”

Chief Information Officer, non-profit
community-focused health plan

“We were impressed by the strength of the team, their knowledge of Azure and the TriZetto products, which led to a smooth and successful implementation!”

Director, Systems Support, non-profit
community-focused health plan



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