



2016 HPE Software Innovator Awards

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Federal IT contractors use HPE Software to support
expansion of US health insurance services

Honorable Mention

Enable Workplace Productivity

Software

- HPE LoadRunner
- HPE Application Lifecycle Management (ALM)
- HPE Unified Functional Testing (UFT)
- HPE Performance Center
- HPE ALM Synchronizer

High-level overview

Using HPE Software, National Government Services (NGS) and Moser Consulting realized the following benefits:

- Supports an increase in the number of federal healthcare customer service agents from 3,000 to 15,000
- Using UFT, reduces the time taken to test call center software updates from eight person-weeks to two days
- Using UFT with ALM Lab Host and the Jenkins plugin for ALM, created the first automated build testing for automated software deployment on this contract
- Using ALM, decreases the time taken to create manual software tests by 60 percent vs. the previous process using Microsoft Word and Excel
- Using ALM synchronizer, achieves 100% coverage of ALM test cases to release requirements written in Rational Requisite Pro
- Using our own custom correlation rules, reduces the time taken to modify VuGen load test scripts by 80 hours per quarter

- Using Performance Center, creates a unique load testing solution to test the computer telephony integration (CTI) component of a call center application
- Achieved 100% compliance with customer SLAs for performance on the Siebel call center software after the expansion to support the Affordable Care Act. The new call centers make it possible for call center agents to view enrollment information from healthcare.gov, giving callers an alternative to using the website to enroll for health insurance

Company

Founded in 1966, NGS provides technology solutions supporting federal government healthcare programs in the United States, including Medicare, Medicaid and the Affordable Care Act. It employs more than 2,500 people in 16 locations, with headquarters in Indiana. It is a subsidiary of health insurer Anthem, which insures nearly 37 million members. Moser Consulting was founded in 1996 and employs more than 200 people who provide managed services, IT consulting and big data services. Both companies support a federal government call center system capable of 15,000 simultaneous users.



Contacts

Patrick Abell is Senior Manager, Technology – QA/Testing at NGS. Richard Shuminsky is a Quality Analyst and serves as Team Lead for HPE Unified Functional Testing (UFT) automation at NGS on this contract. John McConda is Technology Lead, Software Testing at Moser Consulting.

Business goals

NGS, and its subcontractor Moser Consulting, support a large and complex call center software deployment for US Government healthcare programs. This software also connects to healthcare.gov and various other systems, including regional mainframes. Following the introduction of the Affordable Care Act in the US, the two companies wanted to improve the efficiency of software testing services. By automating testing, they aimed to improve the speed at which the software responds, and allow for a large increase in federal call center agents.

HPE Software products implemented

- HPE LoadRunner
- HPE Application Lifecycle Management (ALM)
- HPE Unified Functional Testing (UFT)
- HPE Performance Center
- HPE ALM Synchronizer

HPE Partner

Reseller Spectrum Systems provides Tier 1 support.

Additional benefits

NGS and Moser Consulting doubled their software testing capacity to meet an anticipated increase in calls as a result of the introduction of the Affordable Care Act. Before moving to their current testing regime using HPE Software, the companies were spending a lot of time manually creating test cases and test scripts. By implementing HPE Application Lifecycle Management (ALM), they were able to dramatically reduce the time spent creating those tests.

As a result, NGS is ensuring optimum performance of complex customer service operations involving mainframe computers, call center applications and databases. The end result is that call center software responds faster, meaning calls by millions of Americans with health insurance can be resolved faster.



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