



2016 HPE Software Innovator Awards

Subramanian Santhanam, Tufts Health Plan
Tracy Sacca, Tufts Health Plan

Leading US health insurance provider uses HPE's testing management software to increase test coverage by 60 percent

Honorable Mention

Accelerate Next

Software

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



High-level overview

Using HPE Software, Tufts Health Plan realized the following benefits:

- Gains the ability to reuse test cases, reducing overall testing duration by 15 percent
- Automates regression test cases, increasing test coverage by 60 percent
- Allows administrators to standardize testing protocols across the organization by implementing HPE-based processes specific to each division
- Enhances customer satisfaction by improving application and system reliability
- Meets industry benchmarks consistently (for example, five-second page refresh for websites)
- Frees staff to focus on other IT responsibilities, saving the company approximately US\$80,000 a year
- Ensures application and system stability through improved performance testing
- Provides the ability to process between 4,000 and 6,000 transactions an hour
- Eliminates bottlenecks by ensuring applications are comprehensively tested before production

Company

Founded in 1979, Tufts Health Plan is a non-profit health insurance company that employs 3,000 people in Watertown, Massachusetts, and serves more than 1 million members from across the New England region. With products for the commercial, Medicare and Medicaid/ subsidized markets, Tufts Health Plan is committed to supporting its members with a range of evidence-based approaches to health and wellness. Tufts Health Plan has obtained a range of industry accreditations, including a five-star rating for its HMO/POS plan and a Wellness and Health Promotion Accreditation from the National Committee for Quality Assurance (NCQA). A committed corporate citizen, Tufts Health Plan uses its foundation to invest approximately US\$4 million a year in various community projects in Massachusetts and Rhode Island.

Contacts

Subramanian Santhanam is the Performance and Environment Manager at Tufts Health Plan. Tracy Sacca is the Director of IS Quality Management Services.

Business goals

Since 2004, the company has been using Hewlett Packard Enterprise (HPE) software to improve testing, boost employee productivity and enhance customer service. Tufts Health Plan's IT department primarily wanted a way to increase testing efficiency when preparing to launch applications to one of its four web portals: one for employers, one for healthcare providers, one for members and one for internal team for customer support. The company tests for functional performance and testing of web apps, mobile apps, thick clients, thin clients and cloud vendor apps. In the past, each application had been manually tested—a time-consuming process that carried with it the risk of human error or oversight. To increase both accuracy and speed, Tufts Health Plan's managers sought a reliable and proven testing solution that included automation.

HPE Partner

Orasi Software, Inc., implemented and configured HPE ALM.

Additional benefits

Using HPE Software has allowed Tufts Health Plan to automate manual regression testing. Tufts Health Plan can now also perform full-spectrum performance testing on all products and releases. This allows testers instead to focus on application functionality and support other corporate initiatives. It also means that IT personnel can eliminate potential production bottlenecks without increasing time to delivery or cost. The plan is to expand the HPE tool across all phases of Software Development Life Cycle (SDLC) and capture business requirements and technical requirements as well as business user testing.

HPE Software products implemented

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



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