

2015 Awards for Customer Excellence Winner



Functional Testing

Jim McKeown, Daryl Ann Pellino: UnitedHealth Group

HP ALM, UFT enable quality processes, consolidation, reduced cost, customer collaboration

Lifecycle Management

Functional Testing

High-level overview: Using HP, UnitedHealth Group realized the following benefits:

- Support 450 active projects within HP Application Lifecycle Management (ALM) with 16,000 users in user pool
- Support 3,000 HP Unified Functional Testing (UFT) users
- Improve processes: standardized training, consistency, standardized reporting
- Achieve zero downtime in 2014
- Reduce costs through license consolidation/ use efficiency; consolidation of multiple ALM environments; lower hardware costs; efficiency benefits of centralized knowledge and support
- Enable Quality Solutions Team (Business Owner) and Continuous Improvement Services (CIS) Quality Tools Team (Application Owner) best practices
- Free administrators' time to focus on business value
- Enable joint testing with customers through SaaS

Company: UnitedHealth Group provides health benefits and services to 85 million people worldwide. The company operates through two platforms: UnitedHealthcare provides healthcare coverage and benefits services; Optum provides information and technology-enabled health services.

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Business goals: A decade ago, UnitedHealth application teams worked in silos, with different templates and definitions of critical defects. Since then, the company has standardized its tools and processes, including

consolidating the HP ALM environments of acquired companies into the UnitedHealth environment. However, ALM 11 was reaching end of life and is not compatible with UFT 12.02. UnitedHealth is upgrading to the latest version of HP ALM to provide improved support, capability and ease of use.

HP Software implemented: On-premise ALM 11 with upgrade to ALM 12.2 scheduled for 2015; UFT 11.53 and UFT 12.02. The HP ALM environment is built using four nodes. ALM and UFT are available to anyone in the enterprise. UnitedHealth also uses HP ALM 12.01 SaaS and HP UFT 12.02 SaaS for commercialization. While outsiders are not allowed behind the company's firewall to use the on-premise solution, the SaaS environment enables UnitedHealth to test applications in collaboration with customers such as the states of Vermont and Massachusetts.

Benefits: UnitedHealth cites results and benefits in two key areas:

Quality Solutions Team (Business Owner): Business Application Owner for QC, ALM, UFT; 10 staff (8 onshore, 2 offshore); HP Lifecycle Roadmap; License maintenance costs; Best Practices and Standards; Business Process Definition; Project & Workflow Customizations; Training & Documentation; Application Packaging Testing; and Application Usage Support.

CIS Quality Tools Team (Application Owner): Technical Application Owner for QC, ALM, UFT; four staff (onshore); HP Lifecycle Roadmap; License Management; Service Management; Project creation, deletion, migration; user adds, updates, removals; HP Service Manager support; CoP, Service & FAQ information; Helpdesk Knowledgebase; and Application Packaging.



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