



2016 HPE Software Innovator Awards

Chris Trimper, Independent Health

Honorable Mention

Enable Workplace Productivity

Software

- HPE Application Lifecycle Management (ALM)
- HPE Unified Functional Testing (UFT)
- HPE LoadRunner (LR)
- HPE AppPulse Active



Top-ranked health plan Independent Health leverages HPE Software ecosystem to enable DevOps transformation delivering faster time to value, lower cost, better customer experience with applications providing critical healthcare information

High-level overview

Using HPE Software, Independent Health realized the following benefits:

- Constantly improves delivery of high quality applications providing critical healthcare information to more than 400,000 patients, doctors and employees (IndependentHealth.com website, WNYHealthNet web application, Siebel systems and HealthRules Manager)
- Empowers executive leadership (CIO, directors) with self-service ability to instantly view reports on application health, supporting strategic decision-making
- Speeds call center data access from 12 seconds to 2.5 seconds (79% decrease) for increased worker productivity and improved customer service/assurance that call center can meet peak demand during enrollment season and promotions
- Leverages ecosystem of HPE Software solutions to enable DevOps transformation—consolidated toolset (HPE ALM) for managing web and desktop applications, people, API and performance testing, passing scripts across the development chain through application lifecycle
- Monitors how application performance changes over time, gains early warning, trending, insight into system status—allowing ongoing improvements in Key Performance Indicators (KPIs) such as availability and time to repair

- Achieves faster time to repair; prevents issues before they happen—for 99.9% availability
- Conducts proactive as well as reactive application testing
- Speeds time-to-value of customer-service applications, quickly delivering up-to-date, accurate health-impacting information to healthcare providers and consumers
- Gains real-time insight into user pain points, for improved application quality
- Repurposes existing HPE LoadRunner scripts for production monitoring via HPE AppPulse Active operational synthetic transactions that mimic the user experience
- Saves 36 hours a month in IT time by re-using testing scripts in application development lifecycle; relieves production support teams from responsibility for maintaining scripts
- Avoids infrastructure (server and software) overhead with Software as a Service (SaaS) solution (HPE AppPulse Active)

Company

Independent Health is a major force in the provisioning of employee healthcare benefits in Western New York. With nearly 400,000 members (healthcare consumers and providers) and 1,080 associates (including call center employees), the Buffalo-based not-for-

profit company is recognized as one of the highest-ranked health plans in the United States.

Contact

Chris Trimper is Application Services Manager, QA Engineering at Independent Health. He is Western NY Vivit Chapter Lead (co-lead) and Vivit Performance Engineering SIG Lead. He has been a presenter at HPE Discover.

Business goals

Independent Health needs to provide prompt, responsive access to the systems—including the IndependentHealth.com website, WNYHealthNet web application, Siebel systems and HealthRules Manager—used by its external and/or internal customers. The health plan aimed to accelerate time-to-value of these applications, which provide doctors, patients, and employees with access to critical healthcare information. Trimper and his team endeavored to enhance the quality of Independent Health applications as they move from development to production, leveraging its ecosystem of HPE Software solutions to enable a DevOps approach spanning the application lifecycle.

HPE Software products implemented

- HPE Application Lifecycle Management (ALM)
- HPE Unified Functional Testing (UFT)
- HPE LoadRunner (LR)
- HPE AppPulse Active

Independent Health uses HPE ALM, HPE LoadRunner and HPE UFT for both User Interface (UI) and Application Programming Interface (API) testing. Scripts created for the development environment using the HPE LoadRunner component Virtual User Generator (VUGen) are reused via the cloud in a production instance of HPE AppPulse Active,

which provides end-user experience monitoring in an on-demand Software as a Service (SaaS) environment.

HPE Partner

Melillo Consulting is instrumental in architecting Independent Health's software environment. The HPE Partner fully understands the performance scenarios in Independent Health's testing environment. When the health plan wanted to improve performance monitoring without adding infrastructure overhead, Melillo suggested the HPE AppPulse Active SaaS solution. Independent Health works with Ross Mistretta, Business Service Management Practice Manager at Melillo Consulting, and with Karen Dicks, Vice President, Testing and Mobile Strategy.

Additional benefits

Independent Health has approximately 15 active users of HPE AppPulse and another 20 or so occasional ones. They include system administrators, database administrators, product-support personnel and software development managers and directors. The number of users is growing, as is the number of testing scenarios. Integrating HPE AppPulse with HPE LR, HPE UFT, and HPE ALM enables Independent Health to transition scripts from pre-production into production seamlessly for near-instant performance monitoring. This compresses release times and gives Independent Health more confidence in its application and user experience. Enterprise-class security features such as data encryption protect company and customer data; while scripts are set up and stored in the cloud, they can run on local points of presence. Independent Health anticipates achieving the ability to pass scripts across all levels of the development chain, to further improve requirements traceability and enable a full application lifecycle DevOps transformation.



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