

Data Integration Across Enterprise Enables Self-Service Capabilities

Leading provider of affordable Health Insurance leverages Edgewater Technology's expertise to integrate data across functional areas enabling self-service access for executives to more effectively run their business

Edgewater Technology's solution:

- Accurately reflects the client's specific business process for delivering Insurance services to consumers, and was not based on the applications used to manage that business;
- Provides a foundation upon which to build and integrate remaining functional areas of the business;
- Enables the organization to efficiently support of a "single version of the truth"; and
- Moves the Information Technology (IT) department out of the role of report developers, and into the critical role of support enables.

The Challenge:

As a leading provider of affordable Health Insurance, this organization requires the ability to provide key executives and business managers with access to vital metrics and information easily and efficiently. By having such access, the organization can be more effectively managed as well management can make better informed business decisions for the near- and long-term.

As with many organizations who have experienced rapid growth, this organization's vital data was being silo'd across the enterprise in disparate locations making accessibility almost impossible. In order to leverage the critical data appropriately, an enterprise-wide integration approach was required that involved all aspects of the Insurance process, from sales, to servicing, to claims. In order to integrate the vast amounts of data that resided across the organization, Edgewater Technology's expertise was requested to assist in the design and development of an Enterprise Data Warehouse. The goal of this engagement was to pull enterprise-wide relevant data into a centralized location. In addition, the organization turned to Edgewater for assistance in the development of the organization's next generation analytics platform. Existing reporting had been based on databases mirroring applications, and delivered via IT resources to a limited set of users. A key capability of the next generation analytics platform was to push reporting and analytics out to departmental- and executive-level users in a self-service model.

The Solution:

Edgewater provided an experienced team of business and technical consultants to support the architecture, deliver the requirements, create the design and oversee the implementation of an true, atomic level, abstract data warehouse design which enables the delivery of both reporting and analytics.

The new model accurately reflected the customer's specific business process for delivering Insurance services to consumers, and was not based on the applications used to manage that business. It also provides the organization with a foundation upon which to build and integrate remaining functional areas of the business.

Edgewater designed and implemented leading-edge data warehouse principals fully exploiting the benefits of ETL and database technologies to provide flexibility and structure based on the specific business requirements of the Health Insurance provider.

The Benefits:

The integrated model across the enterprise is enabling the organization to efficiently support of a "single version of the truth". The solution provides a basis for enabling self-service reporting and analysis with standard reporting, parameter-driven reporting and analytics.

The Enterprise Data Warehouse enables the IT department to move out of the role of report developers, and into the role of support. It also provides the foundation of business information ready to incorporate other aspects of the business, other divisions of the organization or acquisitions when needed. Most importantly, the integrated data provides the end users, in particular the executive and management team, with the ability to see performance across the enterprise, irrespective of the actual software applications used to manage the business and technology drivers of the enhancements and the prioritization process utilized.