



US healthcare organization uses MidVision Extensions to IBM Rational Automation Framework for WebSphere MQ, Message Broker and JBoss

"We looked at a number of solutions to try and tackle the issues we were having, including CruiseControl, UrbanCode's AnthillPro and CA's ITC M solution. But none of them offered the deployment automation capabilities we were looking for, and only the IBM Solution with the MidVision Extensions gave us out of the box support for our three key middleware platforms – IBM WebSphere MQ, Message Broker and JBoss."

Project Manager





Customer: US Healthcare

Industry: Healthcare

Deployment Country: United States

Solution: MidVision Extensions to IBM Rational Automation Framework for WebSphere MQ, Message Broker and JBoss

Overview

This not for profit healthcare organization is the largest health insurer in its state with 4.4 million members, or more than 40 percent of the state's total population, with a further 1.1 million more members in other states. It has the largest network of doctors and hospitals in its state with 150 hospitals and nearly 30,000 doctors.

Business Need:

The customer had a portion of their application release management and configuration automated through homegrown scripts which were proving to be difficult to maintain and difficult to expand into new use cases. They were taking on more and more applications and finding keeping environments consistent was becoming a challenge.



Solution:

They looked at a number of vendors including IBM, CA, Cruise Control, UrbanCode (Anthill Pro) but none of these other vendors offered out of the box middleware automation to the degree supported by the MidVision Extensions. Being particularly interested in integrating WebSphere MQ and Message Broker platforms which they had on variety of platforms including Solaris, Red Hat Linux, and AIX, the IBM and MidVision solution rapidly became the frontrunner and a proof of concept was undertaken onsite.

Benefits:

By implementing the MidVision Extensions to IBM Rational Automation Framework, the customer was able to quickly create configuration and deployment templates for their key target middleware platforms - WebSphere MQ, Message Broker and JBoss. This meant that they could throw away their homegrown scripts and delivered a massive uptick in productivity - managing the existing application base became a breeze, and they are able to expand on this easily.





Additional Case Study Background

At the core of the business is the design, sale and management of health benefit plans for individuals, families and employers, including: traditional, PMO, HMO, wellness-based, dental, vision and hearing plan and plans with health spending accounts. They also administer Medicare plans for more than 270,000 customers and benefit plans for more than 84,000 federal employees and their dependents. They process more than 84 million claims annually.

There were three key aspects to this work:

1. WebSphere Application Server and DataPower

Although this customer initially acquired the software to manage their WebSphere MQ, Message Broker and JBoss middleware estates, it wasn't long before they identified they would also see the same benefits by using the tooling to manage their WebSphere Application Server and DataPower environments too - they saw the same huge productivity gains.

2. Massive Productivity Improvements

In eliminating the use of scripts and introducing template deployments, the customer reduced the deployment times of applications by hundreds of percent.

Tasks that took days to complete were now done in hours, likewise, those that took hours took minutes. Added to this, it was no longer important that the knowledge of how the scripts were written and what they did was no longer held in one or two heads - anyone with a small amount of training who had been given access credentials to their





projects and environments in the secured system could manage a release further boosting productivity.

3. Quality and customer satisfaction

Like all healthcare providers, this customer had challenges servicing an aging and increasingly chronically unwell market. In addition, advances in consumer technologies and the explosion in social and mobile put pressure on them to innovate increasingly sophisticated technology solutions.

Using this tool enabled them to get new features and capabilities around their services into their customers' hands faster, having a direct and positive influence on customer satisfaction.

Products and services used

MidVision products and services that were used in this case study:

Software: MidVision Extensions to IBM Rational Automation Framework

Target Environments: IBM WebSphere MQ and Message Broker and Red Hat JBoss

Services: Configuration and implementation consulting, Support



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