# Major US Healthcare Insurance Provider delivers Compliance via their Integration Upgrade Project using MidVision's Extensions to the IBM Rational Automation Framework

*"Using the MidVision Extensions to IBM's Rational Automation Framework enabled us to tackle a major IBM WebSphere and MQ Upgrade Project with the confidence that we would be fully compliant, and at high speed."*
**Middleware Upgrade Project Manager**

## Customer: US Healthcare Insurance Provider

**Industry:** Healthcare

**Deployment Country**: United States

**Solution:** Compliance, Application Release Automation, MidVision Extensions to IBM Rational Automation Framework

## Overview

This healthcare provider is an integrated managed care consortium and manages one of the largest non-profit health plans in the United States, operating in nine states and the District of Columbia. Founded in 1945 and headquartered in California, they serve more than 9 million members and employ more than 180 thousand people, including approximately 15 thousand physicians.

## Business need

This organization is one of the largest WebSphere Message Broker and WebSphere MQ users in the world; both products are mission-critical components of their existing application portfolio, which crosses 13 lines of business. They needed to upgrade their existing WebSphere environments and to create new environments in a more efficient, less costly fashion.

Their WebSphere Message Broker and WebSphere Application Server installations were out of version support and their extended support contracts, which were very costly, were due for expiry. The client estimated that upgrading to the latest versions of WebSphere Message Broker and WebSphere Application Server would take 15 person-years

of effort, with more than 300 manual, error-prone steps needed to build out and verify each environment.

## Solution

The automation of this very large project was identified as key to its success. Its objective to ensure middleware currency was only going to be achieved by being able to complete these tasks at speed. A unified MidVision and IBM team addressed the client's primary focus of introducing an automated way to upgrade their WebSphere products by using Rational Automation Framework and MidVision Extensions for WebSphere Message Broker and MQ.

## Benefits

Many benefits are reaped from automating migration tasks. At a fundamental level, the client has automated their installation, configuration, deployment, and patching of WebSphere Message Broker, WebSphere MQ, and WebSphere Application Server.

The solution reduces the time required to establish a new environment; increases the accuracy, reliability, and consistency of new environment configuration; and lets the client identify differences between environments that accumulate over time.

These benefits let the client improve the productivity of their administrative resources to support their growing middleware environments by allowing them to leverage automated, multi-system administrative capabilities. Moreover, the client can easily expand their WebSphere Application Server automation to encompass the additional WebSphere products they use.

These include WebSphere Portal, WebSphere Virtual Enterprise, the IBM Business Process Management suite, WebSphere Service

Registry and Repository (WSRR), WebSphere Enterprise Service Bus (ESB), and WebSphere Process Server.

## Additional Case Study Background

In total this client has nearly 350 existing WebSphere Message Broker and WebSphere MQ environments, with an additional 250 new environments being introduced as part of its WebSphere Message Broker upgrade project. They have roughly 2400 integrations and 1500 message flows. The client also has more than 160 WebSphere Application Server applications and more than 400 WebSphere Application Server instances.

## There were three key aspects to this work:

## 1. Delivering the Middleware Upgrade

The engagement began by defining the strategy and overall approach for the migration of WebSphere Application Server, WebSphere Message Broker and WebSphere MQ. An in-depth assessment was performed of the available tools to determine the target set of migration tools and the level of integration required for development, testing, and deployment.

The environment and toolset was established for an initial Proof of Concept (PoC). Together, the teams selected Rational Automation Framework as the tool for migration of WebSphere Application Server, and Rational Automation Framework plus the MidVision Extensions as the tool for migration of WebSphere Message Broker and WebSphere MQ. The teams worked with the Rational product team to define 16 use cases for the PoC. The use cases demonstrated product capabilities and architectural compatibility within the client's environment and identified potential enhancements to expand the use of the tool set and increase overall productivity.

The WebSphere Application Server and WebSphere Message Broker PoCs completed successfully and now the client is using Rational Automation Framework and the MidVision extensions to migrate existing environments to the new version of WebSphere Application Server, Message Broker and MQ and to create new environments.

## 2. Compliance

Most customers see compliance and auditability as a key driver for their acquisition of an automation tool, but for some industries it's a higher priority than others. Healthcare in particular has serious, and by that we mean potential life or death, consequences for process errors, rather than 'merely' the risk of failing to protect encrypted or private data, or to step out of line with financial regulations.

Eliminating scripts and moving to a fully functional automation tool enabled this Healthcare organization to be confident about their compliance, providing a full audit trail and real-time reports.

## 3. Boosting agility

The US healthcare and insurance market is an extremely competitive one where each provider constantly innovates to provide their customers with new products and services.

Because this automation tool massively boosted productivity and enabled tasks to be completed in a fraction of their traditional time, this organization is now able to react to industry trends at lightning speed.

## Products and services used

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

**Software:** MidVision Extensions for IBM Rational Automation Framework

**Target Environment:** IBM WebSphere Message Broker and IBM WebSphere MQ

**Services:** Configuration and implementation consulting support

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# Download the datasheet

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