



Strategic Offshore Delivery Team for a **Health and Human Service Provider**

Client

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The Client is a leading healthcare administrator in the United States, Canada, Australia, UK and Saudi Arabia. The Client focuses on end-to-end solutions for public health and human services programs. They provide solutions that lead to efficient public programs that help local governments reach beneficiaries across several states. Opteamix partnered with the Client to enhance and maintain several of their software products that support the US and international markets.

Challenges

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The Client identified the need to transform the Information Technology (IT) organization in order to control and drive down costs, whilst also delivering an improved level of service, and providing the capabilities to enable growth and business change. Opteamix prevailed over well-established industry leading firms through a competitive bidding process and began to work with the client as a strategic IT partner to support the ambitious transformation agenda.

The Client's in-house IT function, which was organized as a cost centre and managed separately from the market-facing business units, was responsible for the development, delivery, and maintenance of its application.

The introduction of the Affordable Care Act (ACA) or Obamacare, resulted in the company struggling with excessive IT costs caused by a complex set of customized applications to meet specific business needs.

The company managed the applications through a combination of internal employees and on-site contract consultants. The IT organization was looking for ways to cost-effectively manage these applications while ensuring timely turnaround and adherence to quality processes.

Opteamix stepped in to address the challenges by establishing a global delivery model:

- ▶ There was a need to take on routine activities to free the Client's critical resources to handle strategic initiatives. The transition had to be seamless in order to ensure that the Client's resources were not tied down by operational activities
- ▶ Applications needed to be analysed to understand the suitability of outsourcing. A detailed analysis of the business as well as technical landscape (in which these applications operated) had to be initiated

- ▶ The Client's previous experience with outsourcing had resulted in a failure. As such, they were apprehensive about using global delivery to execute projects.
- ▶ Quick ramp-up of a team that was technically competent and understood the US Healthcare services was critical to the success of the engagement
- ▶ The Client wanted to quickly outsource multiple streams of work. The offshore team needed to be competent in all aspects of the Client's software development lifecycle, namely:
 - Application Development
 - Maintenance
 - Testing
 - Production Support
 - Mobile Development
- ▶ Since the Client handled PHI and PII, they wanted to global delivery centre to be secure and meet HIPAA standards.

Solution

During the Discovery phase, we focused on identifying and finalizing the engagement charter which detailed the business drivers and put together a comprehensive roadmap, to build and operate a dedicated development centre at Bangalore (India) that worked in a mixed-shore model.

The scope of the services provided by Opteamix included:

- Application Development and Management
- Independent Verification and Validation
- Mobile Development
- Business Architecture
- UI/UX
- Production Support
- Database Administration and Management

Opteamix adopted a well-structured, phased approach to rationalize the Clients outsourcing initiative. Using our proven Global Delivery Methodology, we implemented a tailored solution based on Clients requirements:

- ▶ Created a comprehensive transition plan across multiple streams defining the resource plan, knowledge management and development methodology
- ▶ Adopted Agile delivery methodology and leveraged our global delivery capabilities to execute this engagement
- ▶ Deployed a team of professionals who had in-depth knowledge in the Client's business domain, technology and processes


- ▶ Dedicated Delivery Managers were employed as the single point of contact to handle key responsibilities and proactively address issues raised by the Client
- ▶ Adopted a governance framework that enabled open communication and collaboration with the teams across India and US
- ▶ Implemented a process wherein, both Opteamix and the Client measured and used performance metrics as critical success factors to achieve high service excellence
- ▶ Executed a flexible resource model wherein the Client could ramp-up the team at a short notice for certain technology areas
- ▶ The Offshore development centre implemented ISO27001 and HIPAA controls (certified by an independent audit firm)

Value Delivered

By leveraging Opteamix's global delivery capabilities, the Client was not only able to build a scalable and robust development centre that helped achieve globalization of application development and support, but was able to contain and reduce costs, resulting in higher user satisfaction levels from their business.

The key benefits were:

- ▶ **Exceptional Quality at a competitive price** - Opteamix leveraged global delivery capabilities to **execute the engagement at a reduced cost** and put together a team that **exceeded the Client's expectations**
- ▶ **Global delivery:** The global delivery centre enabled the Client to acquire new talent and scale **rapidly across multiple skills at a reduced price**. The mixed-shore team acquired in-depth knowledge across the various programs and applications within the Client's organization and is now supporting the Client across multiple programs
- ▶ **Seamless Transition:** The transition adopted by Opteamix ensured that there was minimal disruption to the business. The team ensured high levels of interaction and was able to demonstrate leadership through our proven and mature transition methodology
- ▶ **Efficient Engineering processes** – Opteamix brought efficiency to the engineering process by automating development life cycle activities related to testing, build and release management, etc.
- ▶ **Enhanced Flexibility:** By implementing the concept of shadows across all programs, there was ready to use pool of resources who could be ramped up. This ability helped in shortening the lead time for starting new projects and initiatives

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- ▶ **Knowledge management:** The knowledge management process adopted by the global delivery centre resulted in creating a repository of videos, documents and training material, specific to the Client's business. This supported the Client to train new employees not only at the development centre, but across their IT organization.
 - ▶ **Efficiency gains:** Automation of the testing and release management process helped the Client improve efficiency, improve time to market while containing cost

About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.