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Case Study & Client Information

By:

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Case Study: Consolidated Health Plans, Inc.

Client Profile

Consolidated Health Plans, Inc., a Berkshire Hathaway company, was established in 1993 as a Preferred Provider Organization (PPO) and Third Party Administrator (TPA) headquartered in Springfield, Massachusetts. Their mission is to provide superior insurance solutions by being accessible, responsive and flexible. CHP's vision is to ensure the world has access to affordable health and personal property solutions and services.

Their employees are a team devoted to providing customer service that exceeds your expectations. CHP's staff of health care professionals is continually looking for ways to improve our product delivery to you. Their expertise and experience with managed care programs, fee negotiation, exclusive prescription drug benefit plans, combined with a state-of-the-art claims payment system, result in superior health benefits administration for our college, university and employer clients and their insureds.

Solution

Consolidated Health Plans has advanced infrastructure including technology such as:

- VMware private cloud
- SAN storage
- Security services including IPS, proactive security monitoring, proxies, antivirus and security logging capabilities
- Stack of Microsoft and Linux OS
- WAN infrastructure including VPN and other encryption technologies
- Stack of custom insurance related application including Linux
- Complex ETL processes
- BI and Analytics infrastructure

Consolidated Health Plans was going through multiple IT audits including security, compliance and financial. Besides that, the executives felt that they need better infrastructure management including knowledge management, help desk, monitoring, problem resolution on 24/7 bases.

Digital Edge helped Consolidated Health Plans with the documentation and knowledge management system, addressed all auditors concerns and expended Information Technology support to 24/7 bases.

Digital Edge created number of reports including:

- Network vulnerability report
- Security assessment report
- Dataflow and ETL map
- Infrastructure analysis report
- Infrastructure capacity and planning report
- Network diagrams
- ETL performance and improvement report
- Storage performance analysis report

The biggest goal was to satisfy auditors and remediate security issues on time providing proof of remediation.

Standard Digital Edge knowledge management methodology worked well for all the aspects of the project.

Current Infrastructure

Consolidated Health Plans implements Information Technology services which are critical to the company operations. Some of the technologies utilized are:

- Windows and Linux servers;
- HP network gear
- WatchGuard firewalls
- VMWare vSphere.

Service Scope

Digital Edge is fully responsible for the server infrastructure that consists of vSphere cluster in on premises datacenter as well as DR infrastructure residing in Digital Edge cloud.

Digital Edge has learned architecture and standard operating procedure for all Consolidated Health Plans core applications including data flow and the business logic. Our main responsibility is the uptime off all core business systems and applications. Besides that Digital Edge daily activity consists of:

. Monitor Server Backups

- o Idera can be configured to send daily reports of backup status.
- o Server login is at <https://mneme>. Username and password is located on LastPASS.
- o Agent based software requires occasional upgrades that can be performed through server console.
- o Restart of agent on Linux can be done with `#!/etc/init.d/cdp-agent restart`
- o Review scheduled replication to external hard drive, Drobo Mini.

- Monitor Server Alerts

- o There are two locations for server alerts:
- o Spiceworks: <http://xima/login>
- o ControlNow: <https://www.controlnow.com/platform/login>
- o See documentation for each product on how to check alerts.
- o General issues are disk space related or error log related.

- Monitor Office365 Health

- o Login to <https://portal.office.com> with Administrative rights.
- o Use the Admin page to monitor any issues with Exchange, SharePoint or Lync.

- Monitor Wireless Activity

- o Wiki: https://chponline.sharepoint.com/IT/_layouts/15/start.aspx#/Wiki/Wireless.aspx
- o Login to WatchGuard firewall at <https://watchguard:8080>
- o See documentation on how to manage and monitor wireless network activity.

- Monitor Firewall AV and APT Activity

- o Login to WatchGuard firewall at <https://watchguard:8080>
- o Review dashboard and monitor traffic activity
- o Login to Dimension log server at <https://dimension>.
- o Review documentation on Dimension appliance.

- Monitor AV scan and Patch Install Activity

- o Login to ControlNow platform at <https://www.controlnow.com/platform/login>.

Deliverables

Digital Edge offers to implement our standard Enterprise System Administration and Operation Management framework.

Price

Total Monthly price: \$ NOT DISCLOSED; The project was delivered on time and budget.