

Case Study:

Gaping Data Quality Liability Discovered Fixed in the Nick of Time

Overview

A leading U.S. Health Plan, the largest health insurer in its state, has been a Precisely customer for over 30 years. Utilizing Precisely's solution, the health plan has long employed controls for a multitude of balancing and reconciliation functions in their mainframe environment.

But in early 2015, the health plan and Precisely undertook a strategic review of just how they were under-utilizing the solutions that were at their proverbial fingertips. Part of the impetus for this review assessment was a recent discovery where data transmission errors went undetected at a crucial systems interface, raising questions regarding visibility and alerts at key junctures should something go astray.

The Challenge

The results revealed that distributed systems were often dependent upon manual controls and subject to only intermittent monitoring. Indeed, a strategic services assessment and usage analysis revealed that while the customer was employing thousands of controls on varied systems, processes, and data, their deployment failed them in a number of ways. There was limited automation, restricted visibility into their processes, and solutions weren't deployed at the most critical data interfaces to allow timely issue identification and resolution. The review also revealed that the customer needed deeper insight into their data and systems than their current reports were providing.

Specific areas of concern included:

- For controls to be applied, data from distributed systems had to be transported to the mainframe for balance and reconciliation and then transferred back to source systems
- Because all controls resided within the mainframe, users were required to log into the mainframe to view control result executions, limiting those who could work on resolving identified issues
- Many system validations and reconciliations relied on manual intervention and therefore were prone to inaccuracy and resource-intensive
- Most controls existed at a summary level, with no hierarchical controls (summary level controls that trigger detailed level controls if the summary level failed) and therefore no visibility into transactional detail. If a summary control failed, there was no visibility to identify the source of the failure without expending significant manual effort

Client

Leading state based payer offering plans to over 450,000 members

Industry

Healthcare Insurance

Challenges

- Intermittent monitoring of data with manual checks
- Limited automation and data integrity coverage gaps
- No dashboard visibility and transparency into the data integrity health

Results

- Eliminated complex and expensive legacy system data integrity checks
- Severity one alerts averted a customer impacting and reputational damaging situation
- Increased coverage by expanding data integrity checks with 100% automation
- Freed up resources doing part-time manual checks
- C-Level visibility and confidence into the process to promptly flag poor quality data

The Solution

Following this in-depth analysis, both the customer and Precisely quickly saw these deficiencies not as obstacles, but as opportunities. While Precisely controls had long been used in the customer's mainframe environment, the time was right to implement Precisely's solution for their distributed systems, and establish an end-to-end process controls framework across the customer's enterprise. The customer was also able to provide dashboards and reporting capabilities and address the demands for greater visibility into their processes and controls environment.

Together, these combined with mainframe capabilities to provide automated controls, monitoring, tracking and reporting across the enterprise. This comprehensive solution includes:

- Automated controls across all data transactions and between multiple systems and processes, such as:
 - » Balancing—Summary-level comparisons of records to ensure accuracy of transactions across application, databases, files, etc.
 - » Reconciliation—Detail-level (field value) balancing to ensure accuracy of transactions across application, databases, files, etc.
 - » Missing File Checks
 - » Duplicate File Checks
 - » Reasonability (tolerance, expected values, etc.) Checks
 - » Timeliness Checks
- Customizable dashboards with near real-time visibility into status of transactions, processes, and interfaces, with drill-down capabilities
- Comprehensive reporting at summary, detail, and trend level, with dynamic display of out-of-balance data
- Timely alerts/notifications of potential issues via dashboard and e-mail

The Results

Since these new solutions have been operationalized, the customer's core users have repeatedly shared instances where the Precisely solution detected critical anomalies in data and processes, triggering alerts that allowed the issues to be resolved timely with no adverse impact to business operations.

Members of the company's C-Suite have high praise for the solution's prevention of any issues with their highest priority interfaces. In fact, Precisely controls have been so successful that the health plan's executive team has made "Precisely Controls Review" a foundational step in their Systems/Software Development Life Cycle (SDLC) process—demanding that any new project or interface be evaluated to determine if it would benefit from the addition of the Precisely solution.



The increased visibility and elimination of manual interventions has provided the customer with increased efficiencies and insights into their systems, applications, and processes as never before. The partnership is stronger than ever, as they are even now exploring new possibilities for expanded business and operational application of Precisely solutions.

For example, a large portion of the health plan's claims processes must comply with an external association's standards for quality, accuracy, and timeliness. These are measured and reported periodically, and financial penalties are levied against the plan for deficient performance results. Since the implementation of Precisely enterprise-wide claims controls, the plan has been subject to zero penalties.

For more information

Call +1 (877) 700 0970 (U.S., Canada, and International),
or visit www.precisely.com.