

Blue Cross Blue Shield subsidiary enables infrastructure for business growth and remote work

A Blue Cross Blue Shield subsidiary serving more than 50 million members across the U.S. was growing as reflected in both the company's business and transaction volumes. Additional growth was anticipated as the company was shifting to a work-at-home model.

Client challenges

Increasing cases of application slowness, difficulty logging onto the network, and increasing customer complaints of call center response times had IT in a react-mode struggling to determine root causes and remediation. With the quickly evolving business needs and the variety of issues appearing, it was important to quickly determine where the real problems were so as to resolve them. This would also help the company avoid spending wasted time on issues that would not solve the real performance and usability needs.

Approach

Celsior Technologies understood the urgency and proposed a rapid, tools-enabled infrastructure assessment focused on infrastructure performance, capacity characterization (to support projected business growth), and identification of scalability and stability risks. Infrastructure scanning tools were installed to expedite data-driven analysis in conjunction with customer interviews and collaborative sessions to provide context and real-time interpretation of findings. A prioritized roadmap of recommendations was prepared for the executive and senior management.



Business Benefits

The rapid assessment approach utilizing a collaborative approach and infrastructure scanning tools compressed the timeline for this effort significantly.

Several key benefits were delivered to the customer:

- Quantified infrastructure performance and capacity findings
- Pinpointed infrastructure-associated business risks
- **Settled internal debates and dispelled false positives** as to root causes of slow and/or unstable recurring performance issues
- Provided both expediency and cost savings for the company
- **Underpinned the business case and enabled the customer to solidify support and expedite remediations** to address issues and future-proof IT to support business growth