![Celsior Technologies logo](innovate. accelerate. elevate.)

Blue Cross Blue Shield subsidiary identifies application performance issues impacting company growth

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. Business growth was challenged, however, by IT growth pains.

Client challenges

With a backdrop of growing transaction volumes and increasing remote work, many issues were reported to the company's call center. In particular, users were complaining about application slowness and difficulty logging onto the network. These increasing complaints 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. As evidence suggested infrastructure, rather than application, issues, Celsior proposed a rapid, tools-enabled infrastructure assessment focused on:

- infrastructure performance
- capacity characterization (to support projected business growth)
- 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. The focus was specifically on network, VPN, VDI, servers, and virtual machines up to the

application hosting layer. A prioritized roadmap of recommendations was prepared for the executive and senior management.

Business Benefits

The rapid assessment approach combined a collaborative approach and infrastructure scanning tools. This significantly compressed the timeline for the initiative.

Celsior provided several key benefits 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 the issues and future-proof IT to support business growth.