

Transforming **Stop Loss Management** for 1100+ self-funded groups at a large east coast Blue plan

The customer faced significant challenges with its on-premise legacy system for managing Stop Loss contracts for 1100+ self-funded groups. The systems outdated architecture caused availability, performance, and functionality issues, leading to operational inefficiencies and increased costs. In partnership with CitiusTech, the Blue Plan embarked on a modernization project leveraging Google Cloud Platform (GCP) services to develop a new, multi-tenant Stop Loss application. This modern solution, utilizing GCP services such as Secret Manager, GKE, Cloud Pub-Sub, and Cloud Storage, not only addressed the legacy systems shortcomings but also significantly improved operational efficiency by 40% and reduced costs. The successful migration of all groups to this modern platform within a few months marked a significant advancement in the Blue Plans operational capabilities and service delivery.

BUSINESS CHALLENGE



Overcoming legacy limitations

The client was overseeing approximately 1100 group stop loss contracts using an outdated on-premise application, which introduced several performance and functionality hurdles. This system suffered from irregular workflows and a poorly designed structure that served various entities and subsidiaries, adversely affecting operational efficiency. Slow data retrieval, attributed to the absence of a caching mechanism, hindered user productivity. Moreover, the application's tracking and reporting features were cumbersome, placing additional strain on administrative staff. The costs and time required to maintain the on-premise infrastructure, along with lengthy recovery periods for disaster scenarios, further compromised business operations. Manual processes for updates and installations disrupted continuity and daily activities. Additionally, the systems security was compromised due to exposed endpoints, presenting significant risks.

THE SOLUTION

A modern multi-tenant platform

CitiusTech played a pivotal role in creating a revamped Stop Loss application that supports multiple tenants, offering customizable workflows and enhanced capabilities. The development strategy included:

- Implementing a modular architecture, segmenting the application into smaller, independent microservices to boost scalability and adaptability.
- Crafting the front end and core business processes in alignment with the Stop Loss procedure using a .Net-based framework.
- Leveraging containerization, such as Docker, to streamline deployment and facilitate the management of diverse tenants within a unified system.
- Strengthening security measures via Google Clouds IAM and integrating Single Sign-On (SSO) for streamlined user access.

- Accelerating data access speeds with the aid of GCPs Cloud Storage services.
- Achieving seamless integration with auxiliary applications related to Groups, Billing, and Claims.
- Generating comprehensive dashboards and reports, enhanced with an offline download option for SSRS Reports, through the use of Google Clouds Pub/Sub, pull subscriptions, and bucket storage.

This strategic overhaul, including the deployment of efficient CI/CD pipelines via GKE services, has markedly decreased the time required for implementing updates and making new alterations.

BENEFITS DELIVERED

Enhanced efficiency and cost savings



Achieved a **40% improvement** in operational efficiency through streamlined workflows and reduced user interactions



Enhanced the process of creating contracts for new groups, making it **6X times quicker** than before



Substantially reduced the total cost of ownership by approximately **25%**, leading to significant savings.



Doubled the speed of deploying updates thanks to the implementation of microservices architecture and the use of GKE autopilot, which automates critical operations, optimizing resource utilization.



Shaping Healthcare Possibilities

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