

## CTG's Blended Managed Services for Configuration Testing Drive Cost Savings and Efficiencies for Major Health Payer

### Our Client

Our client is a major health payer in New England, insuring close to 700,000 members. They have offered services in the region for more than 80 years, including a full line of commercial, individual, and Medicare products.

### Challenges and Objectives

Health insurance is a cyclical business with pre-defined Open Enrollment periods that usually require substantial configuration changes to our client's Facets claims system. Previously, once these changes were made, they had to invest a significant amount of its resources, time, and money into configuration testing. Executing their testing program required recruiting, training, and managing up to 20 new resources during two separate annual Open Enrollment periods.

Having worked with this client for more than 18 years, CTG had prior staffing experience placing configuration testers at the organization and knew we could devise a delivery model that would satisfy their high-volume Open Enrollment periods and improve the efficiency and cost-effectiveness of their configuration testing.

### The CTG Solution

Together, we developed an alternative approach to supporting the annual enrollment demands.

In order to fully understand our client's IT environment, CTG deployed an onsite Testing Manager to observe and support the process from beginning to end for six months before implementing a blended Managed Services model. This new delivery model consisted of support from multiple QA Lead Analysts, and once implemented, it streamlined testing for Open Enrollment.

Over the course of the engagement, CTG has become responsible for the hiring, onboarding, training, and management of all configuration testing resources. Our cost-effective solution leverages resources from India with health payer domain knowledge as well as software testing expertise.

### Results

CTG's flexible solution has now been running for three years, and the testing team scales from a low of 5 resources to a peak of 20 during Open Enrollment. By centralizing configuration testing support, the overall quality of the organization's testing has improved, and they have realized time and cost savings through increased efficiency. While CTG manages the day-to-day Facets configuration testing activities, our client has more time to focus on strategic testing initiatives.



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