Managing IT Services in an Insurance Company
Company Profile

This Insurance Company is a specialist in Health Insurance and provides quality service at the best rates. As the country's first stand alone health insurance company, it is committed to the service of the insured. There is no Third Party Administrator involved in claims settlement, which means better service, in shorter time without hassles.

The Insurance Company has its operations distributed pan India across 100+ locations. These include their zonal/ district/ branch offices. These locations are interconnected via MPLS back bone cloud.

Business Challenge

As part of the IT service delivery, the Insurance Company has to support all branches remotely for all desktop related issues except the physical break down support. Apart from IT support, the team had to provide a portal for inbound claim and policy related queries which are their core business.

- Define and enforce asset lifecycle policy as the assets and spares (includes 1000+ desktops across various locations, 60 servers and MPLS interconnectivity between locations) are effectively used to get the best ROI
- Business continuity – ensure that the MPLS back bone is available at all times to minimize the business impact due to non-availability of links
- Enforce the service delivery processes defined and enable the FMS vendors to adhere to the same and deliver through it. Monitor the performance of the FMS vendors and other service providers
- Monitor and Assess if the service delivery provided by its FMS vendor is as per the service level agreements that is mutually agreed upon and measure the SLA’s of service delivery
- Periodically assess the service delivery performance and make corrective actions as part of best practice review
- Ensure interconnectivity between branches, to ensure that the centralized insurance tracking portal is available across all branches all the time.
- Enforce software license and policy compliance across the organization
- Service desk tool to track the calls logged against specific complaints and policy numbers.
- Generate Daily, Weekly and Monthly reports automatically from the system for different stake-holders (Technician, Manager, CIO, Vendor Manager, etc.)
Why SapphireIMS

SapphireIMS is a new generation management platform to address ITIL aligned IT service delivery management needs.

SapphireIMS is a software based solution which delivers end-to-end management solution purely based on Industry standards, best practices and an innovative approach.

SapphireIMS addresses all aspects of IT Service Management in-line with ITIL recommendations.

The features include

- Asset Lifecycle management
- Systems Management
- Network and Server Availability Management
- Capacity Planning
- Centralized Service Desk and Knowledge base
- Application monitoring Plug-In framework
- User Experience Monitoring (360 degree view)
- SLA Management
- Escalations, Fault, Pro-active Notifications (SMS, Email, etc.)
- Powerful Reports

The modular, distributed system design makes the scalability to handle large distributed IT environment as well as extendibility for add-on customizations simpler. The following diagram depicts the various functional blocks in SapphireIMS.

- SapphireIMS solution is easy to deploy and manage and does not require extremely trained resource, which is a critical need for SMB considering the lack of high skilled resource availability, attrition.

- The automated health monitoring and pro-active alerts from business service, server, network device, application and connectivity ensures the CIO’s and IT managers stay in control of their business IT environment at all times.
• SapphireIMS multi-site feature is a powerful and efficient methodology to manage distributed operations with local manageability control and central view for business decision making.

• Since SapphireIMS provides service delivery with business monitoring and asset lifecycle management, these features could be easily mapped to the insurance work flow framework for smooth functioning of operations

Solution

The Insurance Company selected SapphireIMS as its partner to implement the service delivery process. Since the Insurance Company has multiple locations Sapphire Enterprise architecture was proposed for implementation.

Service delivery process

1. The first and foremost implementation challenge was to map the service delivery framework provided by the Insurance Company into the SapphireIMS work flow framework. The service delivery framework consisted of
   • IT Incident Management
   • IT Problem Management
   • IT Change Management
   • Claim Management System
   • Claim Reimbursement System
The same was mapped as a work flow in SapphireIMS system. The project based configuration model supported in SapphireIMS ensured that each distinct business process has its own configurations, user access, work flows etc.

2. Additional business processes and business rule validations as suggested by the Insurance Company were also incorporated in the claim management and reimbursement systems using the powerful work flow engine and pre-post action framework supported in SapphireIMS. This includes making one active complaint against a particular claim number/ policy number etc.

3. The service catalog, a list of standard services was prepared and published. This was mapped to the response and resolution time of service level agreements as defined in the system.

4. SLA monitoring, Escalation and threshold notifications for measuring the service delivery performance were defined. Key stake holders were set as escalation points at various levels.

**Business Continuity and Monitoring**

1. All the business critical services of the Insurance Company which includes the availability of the MPLS cloud and the Insurance tracking portal were configured for pro-active monitoring of critical parameters.

2. Standard thresholds for these parameters were defined, and upon any aberration, the same was reported as an alarm. The alarm is sent by email as well as SMS to the support engineers. This is to ensure that they can escalate the same to the FM vendors and request them to take corrective actions.

**Asset Life Cycle Management and System Management**

1. Tracking all the assets (1000+) across all the locations was a big challenge. SapphireIMS with its agent architecture helped in discovering all the IP assets.

2. The inventory information helped the Insurance Company in reconciling the OS and the software licenses against the procured licenses. These helped the Insurance Company to un-install malicious and illegal software from their setup and ensure that all desktops are IT policy compliant.

3. Asset information like warranty details/ PO details etc for each of the asset was also captured and tagged with respective inventory. The entire asset life cycle operations were linked with the service desk, thereby restricting asset movement/ allocation without a valid service request. As a result of asset management, the Insurance Company has an up to date record of who uses what and also the in stock items of the inventory. These include the non – IT assets as well.

4. The in-built remote control facility provided as part of the agent helped to gain control of the target systems, whenever an incident was reported from the branches. This helped to quickly resolve the reported issue, thereby increasing productivity of the end user as well as the technicians.
5. Periodic preventive maintenance activities in the branches are also scheduled using the system management interface provided in SapphireIMS. This includes activities like Windows patch management, disk clean up etc. The agent master interface ensured that such patches/job instructions are downloaded only once by a particular branch and then distributed to other agents belonging to the branch. This ensures that the bandwidth is optimally utilized for core operation related activities.

**MIS Reports**

- MIS reports were configured as monthly and weekly reports

**Summary**

SapphireIMS helped this Insurance Company in streamlining their IT Service Management, better management of their FM vendors and increased visibility into use of assets and software license compliance.

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