

Core Claims System Rationalization

Client	National Health Plan
Business Problem	<p>A long term decentralized technology model along with mergers and acquisitions left the organization with an application portfolio that had the following challenges:</p> <ul style="list-style-type: none">• Multiple Core Claims processing, Utilization Management, and Member, Group, and Billing systems providing the same functionality• Needs of some business customers had changed beyond the current system capability• Significant risk based on legacy technology• Workforce was not optimized to support the portfolio. <p>Based on this situation, the total cost of ownership of the portfolio was not cost effective, and the associated risk needed to be mitigated.</p>
Hawkins Point Partners Solution	<p>Hawkins Point Partners leveraged our Application Rationalization framework to develop a Strategic Roadmap to optimize and reduce the total cost of ownership of the application portfolio. We performed in-depth discovery, from both a technology and business perspective, using proven tools to quantify the value, cost, and risk associated with each application. We worked closely with technology leadership to define and weight the criteria used to measure the value, cost and risk of each application in scope. We established the disposition of each application as Optimize, Modernize, Sustain, and Eliminate. We produced an 18 month Roadmap of initiatives to achieve the rationalization objectives.</p>
Results	<p>The client estimated that the overall cost of the portfolio was reduced by 20%, that serious risks had been mitigated, and that the value that the portfolio delivered to the business increased.</p> <ul style="list-style-type: none">• Consolidated multiple Core Claims systems over a one year period• Immediate retirement of approximately 10% of the portfolio• Replaced several applications with available solutions• Modernized multiple applications through re-architecture and legacy modernization