



BlueShield

Case Study



WE ARE PROVIDING SOLUTION FOR YOUR BUSINESS:

We as a company provides a solid practice of DevOps. We have a unique set of skills and automaton tool that help us to automate any business by using DevOps Practice. Testrunner develops enterprise scale Continuous Delivery and DevOps software, providing companies with the visibility, automation and control to deliver software faster and with less risk. Global market leaders rely on Testrunner to meet the increasing demand for accelerated and more reliable software releases.

VLOCITY:

Vlocity is a leading provider of industry-specific cloud and mobile software, driving digital transformation for the world's largest companies. A three-time Forbes Cloud 100 winner, Vlocity is an "industry cloud" pioneer built in partnership with Salesforce, the world's #1 CRM provider.

COMPANY OVERVIEW:

Blue Shield of California is a health plan provider founded in 1939 and based in Oakland, California. The organization serves over 4 million health plan members and nearly 65,000 physicians across the state. Blue Shield of California was founded by the California Medical Association. Founded as a not-for-profit, Blue Shield of California was stripped of its tax-exempt status by the California Franchise Tax Board in 2014. In the California Healthcare Quality Report Card 2009 Edition, Blue Shield of California received 3 out of 4 stars in Meeting National Standards of Care and 2 out of 4 stars in How Members Rate Their HMO. In 2015, Blue Shield of California was stripped of its state tax exempt status following "a lengthy state audit that looked at the justification for Blue Shield's taxpayer subsidy."



“

There are not many tools like either Testrunner Release or Testrunner Deploy. Both tools have an excellent UI, are easy to use and do a great job of presenting information visually, which gives us much needed insight into the state of our releases so we can better serve our customers.

”

CHALLENGES:

Having adopted the Agile software development methodology, frequent changes to the software behind the website occur. For handling the process of deploying these changes reliably, predictably and in-time, BlueShield selected Testrunner Deploy as their deployment automation solution. The challenges BlueShield faced were threefold, and related to quality of service, speed of change and costs.



CHALLENGES:

- **Very high demands on a smooth deployment process**
Any B2C website needs to be available 24x7. Consisting of Web professionals, the technical team wanted to avoid unreliable, risky and chaotic deployments in order to be compliant with very strict Service Level Agreements (SLAs).
- **Frequent deliveries of software packages**
BlueShield has decided to build its website by using Agile methodologies like Scrum, mainly to reduce the time-to-market of new commercial offerings. This also required that deployments had to follow the same pace of software deliveries.
- **Budget constraints**
BlueShield is a young company, focusing on delivering high-quality services at a competing price point. This means that they constantly keep a close eye on their own operational costs. BlueShield calculated that writing deployment scripts would be too expensive for them.

SOLUTION:

BlueShield's key requirements, used during the selection of their new deployment automation solution were:

- **Very high availability:** deployments need to be carried out without any down-time of the website.
- **High speed:** deployments are required to be completed within an hour.
- **High predictability:** the deployment process needs to follow the ITIL recommendations.

At the end of every sprint, the Operation Department operators just had to select and use the runbooks created by the developers to carry out the deployments and upgrade the website with the latest features.

OUTCOMES:

BlueShield couldn't imagine that Testrunner applications would measurably improve their customer service in just a matter of months, and at half the cost of its existing applications. But after seeing the Test Runner solution first-hand, they became true believers, with a very high "likelihood to recommend." Implementing Testrunner Deploy has also reduced the requirement for knowledge transfer and documentation, and provided an accurate, complete and up-to-date inventory of what's deployed where.

FINAL REMARKS:

Whilst the implementation was straightforward, Rogers did use TestRunner's assistance from time to time. "We received incredible help from Testrunner to implement our DevOps", praises by BlueShield. "TestRunner have exceeded our expectations with the support they've provided us".

