

## Key Facts:

- Company: **Emblem Health**
- Industry: **Healthcare**
- Headquarter: **New York**
- Employees: **\$10 billion Company with 3.1 million members**

EmblemHealth is a health and wellness company that provides insurance plans, primary and specialty care, and wellness solutions. As one of the nation’s largest not-for-profit health insurers, we serve more than three million people in the New York tristate area.

### EmblemHealth Overview:

EmblemHealth started back in the 1930s, at the height of the Great Depression. Out of hard times, the idea of health insurance was born: a system that would protect everyday people from financial misfortune if they had an accident or illness. EmblemHealth’s family of companies includes ConnectiCare, one of Connecticut’s leading health plans; AdvantageCare Physicians, a primary and specialty care practice; and WellSpark, a digital wellness company. EmblemHealth think of themselves as an 80-year-old start-up: big enough to offer the stability and benefits of a major corporation, with a ferocious commitment to innovation, collaboration and flexibility. They believe in what they’re doing.



**EmblemHealth**

### TestRunner Overview:

TestRunner develops enterprise scale Continuous Delivery and DevOps practice, 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. An innovative discipline that allows companies to become nimble market competitor within few weeks of timeframe.

### Company Challenges:

The client IT department develops and maintains the IT systems that support 240+ official locations all over the world. Due to the criticality of changes being deployed, IT needed to reduce cycle time to deliver technology solutions and enhanced applications. It was recognized that we must lead the customer through setting up a DevOps process.

- 01 Working with salesforce from last couple of years, there was no formal DevOps process that exists. Our Biggest challenge was to create an infrastructure proposition that will help greatly to reduce the time to market of our product innovations and improvements.
- 02 The EmblemHealth team identified time constraints related to manual software builds with inconsistent/ad-hoc processes. Manual processes created re-work, wait-states, and longer deployment times. To address these issues, EmblemHealth saw an opportunity to introduce software build automation using Continuous Integration (CI) to reduce the overall lead time.
- 03 “Our primary focus was on improving the value of the IT infrastructure, not on cutting costs or reducing downtime. However, we wanted to find a solution that would address all of those challenges. We were getting too many complaints about project delays due to configuration problems with IT infrastructure.”
- 04 Slow, manual and error-prone processes that offered no visibility into release status and bottlenecks, and no way to collect release metrics. EmblemHealth needed a pipeline orchestration tool that could provide reporting, metrics and analytics; enforce enterprise grade controls; and be easy to maintain at large scale.

## SOLUTION:

Automate and orchestrate the release pipeline with Testrunner DevOps Practice in order to accelerate software delivery, ensure that development and compliance standards are met, and provide visibility into every step of the process.

01 EmblemHealth choose TestRunner practice to help with their next phase of Continuous Delivery. Testrunner practice provided EmblemHealth with easy-to-use tools for release orchestration, pipeline management and deployment automation.

02 For the first time ever, EmblemHealth has visibility into release status, failures, and bottlenecks and 100% of the reporting they need to meet security, compliance and ROI requirements.

03 Testrunner DevOps practice transforms how enterprises release applications into middleware and cloud environments. The solution gives companies the power to automatically deploy applications securely and reliably.

04 Testrunner DevOps practice has proven to be the fastest, most cost effective and most scalable way to deploy applications, particularly in complex multi-tier enterprise ecosystems.

05 Testrunner DevOps practice has allowed EmblemHealth to focus on quality by automating the process needed to develop, test and accept software. It reduced the time needed for software deployments from days to hours.

DevOps, the combination of development and operations, is more than a buzzword and this DevOps case study will prove it. It is a mindset and a way of working together that has the potential to save organizations as much as US\$20 million a year.

## FINAL REMARKS:

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

## RESULTS:

Testrunner DevOps practice has enabled to reduce the cost of developing software, and to improve DevOps coordination. Developers can now spend most of their time on modelling and improving code, and do not have to waste time on documentation and deployment troubleshooting. In addition, Testrunner practice has enabled to eliminate all the glitches and misunderstandings that were endemic to the manual processes. The cost savings are very gratifying because they were quite unexpected. The ROI more than justified the expenditure. We can now easily do things that were once a big pain to do. Deployments are seamless and rollbacks now run smoothly, mostly unattended.

After using Testrunner Practice, EmblemHealth has been able to:

- Reduce time spent carrying out software deployment by 60%.
- Eliminate 99% of errors in the application release process.
- Free up developers to create software that adds value to Deloitte's business.
- Cut development costs.

Finally, the DevOps process now applied across all platforms and will be lasting legacy of our collective efforts. The team finds it crucial to have clear visibility of what's deployed where. No more risky manual processes for determining what has been deployed where and whether all the right things have been deployed along with it. Another key feature is the ability to model everything, from the infrastructure and environment to the application itself and all the configuration data that goes with it.



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The route to first success with Testrunner Practice is quite quick. You can start to use this practice in such a simple way, and you can have your first component deployed the next day. It's a helluva win. We know our new microservices will be deployable. If we follow the model, it will work. There's a consistency you can guarantee.