



Provided Application Development and Warranty Support to a leading west coast bank

/// CASE STUDY



### Highlights

Mphasis helps a leading west coast bank in Application Development and Warranty Support for their health benefit services

### Client Type

Leading west coast bank

### Industry

Financial service

### Type of Work

Application Development and Warranty Support

## Mphasis helps a leading west coast bank in providing Application Development and Warranty Support for Health Benefit Services of the bank resulting in reduced cost and operations efficiency

### Client

A leading West Coast Bank

### Objectives

In client environment, users were forced to access too many systems for information about their Health Benefit Service (HBS) products. This bouquet of systems caused confusion for users and system forced HBS to mail statements and notifications to users thus leading to a financial burden for the client. To help remove these constraints, Mphasis was asked:

- To design a consolidated portal for accessing all the information about Health Benefit Service products
- Define an "ETL" (Extract-Transform-Load) process to migrate data stored in Power Plus to local database
- Design a Strategic Database Model to satisfy current and future HBS requirements

### Scope of the Solution

#### Portal Development

- Built a scalable architecture catering to 400 thousand users
- Build a robust solution that catering to stringent performance criteria
- Page presentation built based on entitlement
- SSO functionality
- Integrate the content
- Create context sensitive help

#### ETL Process

- To build a strategic database model that will cater to future healthcare benefit services requirement
- To process 15 to 20 million records from Power Plus and load it into strategic database
- To process delta records changed in Power Plus and load it into strategic database
- To complete daily ETL run within a window of 4 to 6 hours
- To build an ETL solution to process data using complex business rules
- To build a robust solution that can take care of unknown conditions raised due to bad data in Power Plus

## Why Mphasis?

Long term working relationship with Mphasis and 25 Years Health Benefits Administration Development experience forced the client to

Evolution Benefits and P+W System Expertise

Capitalizing on Mphasis Financial Services Footprint

- Mphasis Portal Competency
- Proven expertise
- Unique blend of skills
- Virtual team Model
- Mframe

## Skill set

**Infrastructure/technologies:** ETL

**Hardware:** Sun Solaris

**Software packages:** Netegrity Site Minder / Bea Portal Authentication for Security Service Provider

Weblogic Application Server 8.1

WebLogic 8.1 Portal  
Sun One Web Server  
Spring / Hibernate

## ETL Testing

- An intensive data analysis to reconcile data shown in Power Plus to data shown on the portal
- To certify ETL functionality for plan year rollover, claims, financial summary data

## Challenges

- To stabilize requirements
- ETL design and implementation was done based on data analysis on sample data and discussion with SMEs in design phase. However, when the ETL testing started with full set of data, there were many data scenarios discovered that had to be taken care of before rolling out to production

## Solution

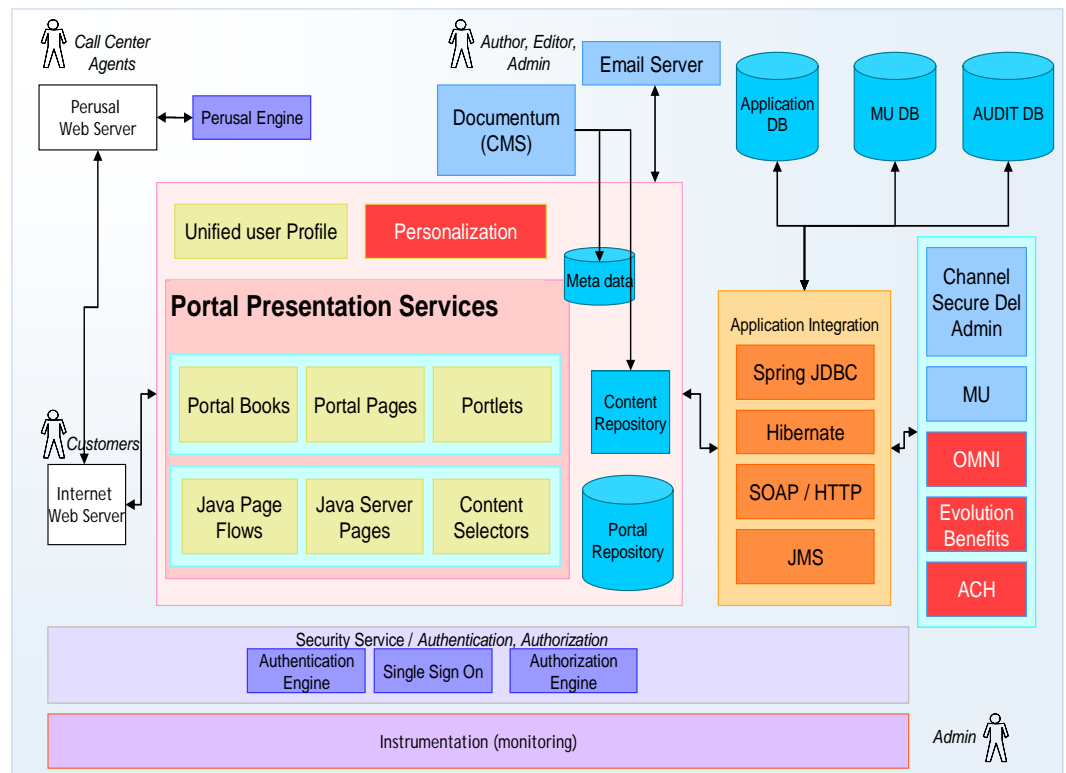
To deal with the challenges, impact of the changes on the schedule and the cost were assessed. Client approved or disapproved the CCR (Change Control Request) based on this impact. Early feedback from SMEs, Business and Architects led to less number of change requests which in turn reduced cost and had less impact on schedules Mphasis placed additional resources onsite during the testing phase. The data analyst resource performed the role of Test Manager.

## Implementation methodology

### Portal solution

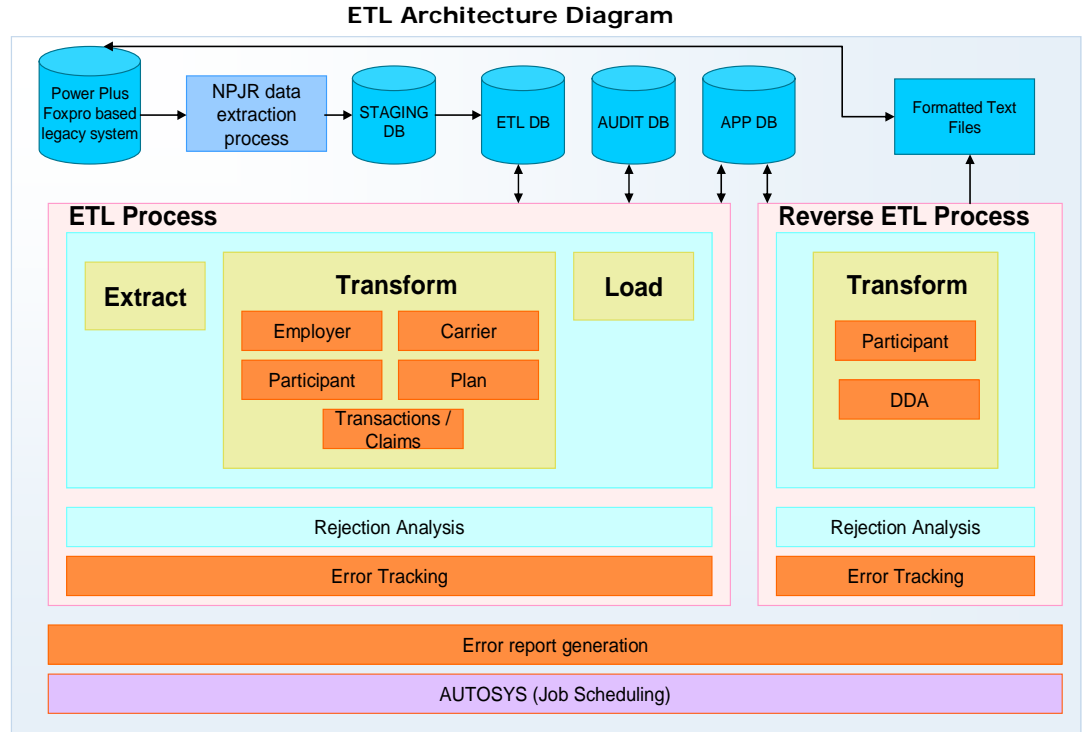
- T & M model used for business requirements to be base lined and end state architecture was defined
- Instituted change management process to manage changes to scope
- Interim working deliverables for releasing functionality in planned increments

**Portal Architecture Diagram**



**ETL solution**

- Build a strategic database model
- Analyze legacy data for identifying business rules for ETL process
- Design ETL implementation to process data in a structured manner such that ETL process can take off where it has left in case of abnormal termination during ETL run



**Benefits**

- Reduced cost for the client
- Integrated and implemented new technologies
- Improved productivity
- Improved operating efficiency

**About Mphasis**

Mphasis is a leading Applications, Business Process Outsourcing, and Infrastructure services provider. The company delivers real improvements in business performance for clients through a combination of technology knowhow, domain, and process expertise. With currently over 36,000 people, Mphasis services clients in Financial Services, Communications, Media & Entertainment, Healthcare & Life Sciences, Manufacturing, Transportation & Logistics, Retail & Consumer Packaged Goods, Energy & Utilities, and Governments around the world. To know more, visit [www.mphasis.com](http://www.mphasis.com)

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