

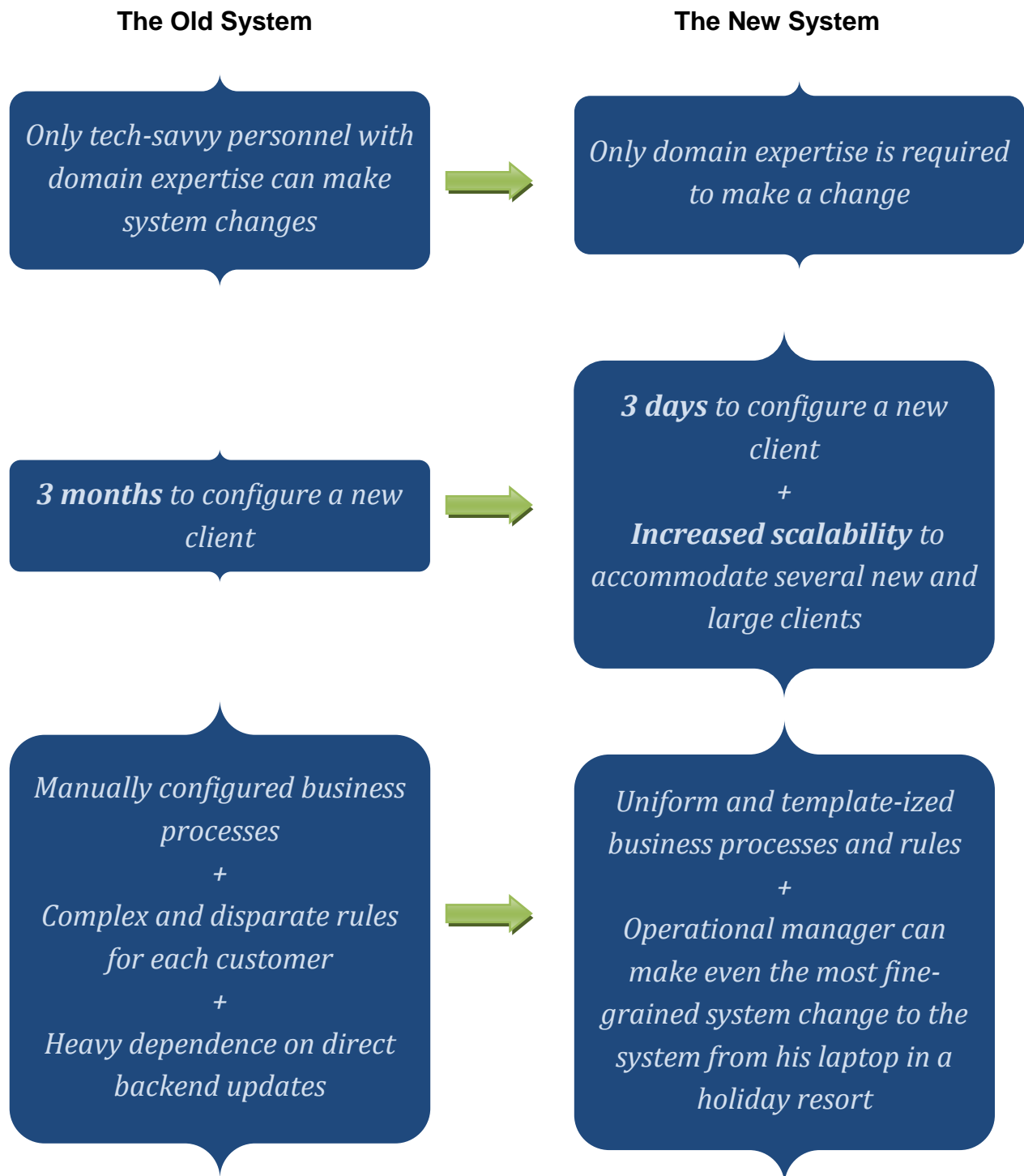
Case Study

Benefits Administration Platform
Large US based HRO



The Customer

An US based HRO firm offering benefit administration services to America's leading corporations. They process more than 60 million eligibility records, \$700 million in healthcare premiums, and manage over 450 vendor/carrier relationships annually on behalf of their clients.



The Need

To replace their existing benefit administration system with a next generation benefits management application. Modernize and consolidate multiple sub systems in to a common but flexible platform.

Following are some of the challenges they had in their old system.

- Duplication of functionality between various applications
- Maintenance problems due to disparate technologies
- Lack of unified platform. No consistency in application behaviour
- Not scalable to handle large customers
- Not-user friendly.
- Required lot of manual intervention in orchestrating business process, leading to errors.
- Heavily dependent on backend updation (instead of doing it through application), which is again error prone.
- Huge amount of time is required (as much as 3 months) to configure a new client due to the lack of flexibility in the current system to support varying customer needs
- Disparate and complex business rules that were not supported by the application. This again led to a manual process of creating rules for each customer.

The customer needed assistance in defining the next generation architecture for their BAS platform and to reengineer the current application in to a multi-tenant .NET solution. The customer wanted the solution to be Scalable and Cloud ready, but wanted to deploy it in a Private Cloud.

The Solution provider (www.aspiresys.com)

Aspire Systems is one of the leading solution providers in the Product Engineering and Outsourced Product development space. The Customer outsourced the entire product development project to a team of 20 people at Aspire Systems. Aspire is one of Techcello's solution partners.

The Approach

Aspire went to great depths in understanding the requirements – made penetrative discussions with the client (including the operational managers and end-users who would eventually use the solution), did extensive domain research and competitor analysis. The platform and application requirements were conceptualized over a period 5 months.

The Framework

Based on the recommendation of Aspire, the Customer agreed that their BAS solution be built on top of Techcello's celloSaaS Framework. The main reason for this decision was :

- Saving in time and cost
- Robust, tested and proven multi-tenant engineering stack.

“The Multi-tenant SaaS Framework, provided by Techcello, brought down the architectural and framework development efforts for this project by as much as 80%. By using the ready to use framework, the Aspire team was able to focus on building the business functionalities. – Janaki Jayachandran – Delivery Head, Aspire Systems.

Today the entire solution (completed, tested and deployed) is built on the multi-tenant engineering foundation provided by Techcello.

The Solution

The Next generation benefits administration System is built to manage the various benefits that the employer offers to the employee along with various conditions for each of those benefits. The system has to capture the employee's enrolment into his / her eligible benefits, provide for confirmation and approval of these Benefits and subsequently generate reports. The system administers various plans such as Health plans, Life plans and also other benefits like FSA, HSA etc.

The BAS platform is used by the Customer to service and support multiple Client organizations with thousands of employees / users using the system within each client organization..

Some of the Key Sub Systems of the application:

I Admin - The administrative system comprises of various sub-modules like Plan Design Settings and Plan Design Modules. This is considered to be the heart of the BAS System. This module enables the user to configure the various plans and configure the rules specific to the plans.

I Elect - This is a module where the employee could log in, view his / her eligible benefits and could elect from the available options. Other activities like beneficiary allocation, dependents addition etc can also be done here.

IDM - The IDM system manages Authentication, Role Authorization and Privileges Management. This provides the complete Security and Access Control model for the BAS system.

CMS - Contents like Instructions, FAQ's , disclaimers, Notes etc which need to be displayed in the iElect system will be managed through the Content management System

HRIS - The HR Admin system is where the Client's HR Personnel can Log in, to view the status of their employees benefits election status and perform approvals and admin functions.

CIM – Customer Interaction management is used to capture all client related interactions from different sources like Phone, email and Fax. With access to all essential information of all employees in the system it helps the Customer Support Personnel keep track of various interactions and tasks against employees of one or more clients assigned to them.

Since the solution is a Multi-tenant application, all the above capabilities can be customized and configured to suit the requirements of the respective customer organization. The client level set up and changes can be done by Operational / Business managers through a web browser.

Quality

Prior to development, Microsoft made an independent review of the design and architecture and found it satisfactory.

Once the solution was completed, the following tests were done.

- Functional testing
- Security testing
- Performance testing
- IPV 6.0 compatibility testing
- User Acceptance Testing

The Team

20+ team from Aspire Systems, comprising of business analysts, technical architects, project managers, developers, UI engineers and testers.

The development team was trained by Techcello on the usage of the celloSaaS Framework.

Summary

A complex and flexible Benefits Administration Platform was developed with an architecture that was Multi-tenant, Scalable and Cloud Ready. The platform allows Operations and Business Managers to set up, customize and configure the plans, rules, permissions, access control policies and views to suit the requirements of each client.

The entire solution was built on top of the Multi-tenant SaaS Framework provided by Techcello, which formed the engineering foundation for this system.

About Techcello

Summary : Techcello's "Multi-tenant SaaS Framework" (product name : celloSaaS) fills an important gap between .NET and the Cloud (Amazon, Azure, Private). It helps you build multi-tenant applications 30-40% faster and 50% cheaper. The framework has all the plumbing, engineering and operational components required for a robust and scalable SaaS product.

Why use a Framework?: Techcello's productized framework approach gives complete freedom, flexibility and control of custom development, without the complexities, risks, cost and time overheads of building and maintaining your own multi-tenant engineering stack. It provides a true multi-tenant architecture at the application level and database level.

Why Techcello?: Unlike other alternatives it does not lock you in to either a proprietary development environment or a non-Microsoft run time container, application server or APaaS platform. It retains the .NET environment both during development and deployment, giving complete technical and strategic control over the entire application stack.

Benefits: Saves 40-50% on the cost of building a SaaS product or migrating an existing application to a multi-tenant architecture. You can get to the market faster. It provides a robust, scalable and strong engineering foundation to your product or application (tested, supported and easily extensible). You can deploy your application anywhere from on-premise Windows boxes, Private Clouds and Data centres to the Azure and Amazon Cloud platforms.

Adoption/Validation: Since April 2010, many small, medium and large ISVs in Germany, UK, USA, Malaysia and India have chosen the celloSaaS framework as the engineering foundation for their present and future products.

Accolades: Techcello was featured as a Cool Vendor by Gartner in April 2011. Techcello was also chosen by Microsoft as a finalist in the Startup Challenge.

Partners: Techcello has partnered with leading OPD providers and Solution Integrators such as Aspire Systems, Persistent Systems and Symphony Services.

For more information : Email : info@techcello.com, Website : www.techcello.com