

Secure Testing in the Cloud: New Testing Environment Brings Peace of Mind



At a Glance

- Secure environment protected by industry-standard encryption
- U.S. on-shore based services
- Secure portal to manage environment using VMware vSphere/vCenter
- 7 Physical servers with 100+ virtual servers
- Highly available centralized storage
- Automated backup with options for disaster recover
- High speed VPN connectivity to external data centers
- 20% reduction in average service time with clients
- Dramatically increased flexibility

Optum, a leader in the medical information and technology world, employs more than 135,000 people worldwide. The company delivers intelligent, integrated solutions that help to modernize the health system and improve overall population health.

Optum's Health Plan payer portfolio has about 70 percent of the market in payment integrity tools. And roughly 30 percent of the market uses Optum tools to manage and support claims editing, processing and accurate reimbursement.

Looking for Security and Agility

Supporting the widely-used claims editing software, Optum's Payer Market Implementations team was looking for a new secure virtual environment— one with more control and flexibility.

"The immediate need was to build an environment to store templates that are quickly deployed for several users to test configurations or identify client issues." Said Louie Rasmussen, Director of Payer Market Implementations. "We have worked with Logical Front for over a decade on numerous solutions. They were our first choice to help us provide a secure solution."

Rasmussen enlisted the help of Logical Front to design a new testing environment. The proposed new environment would result in a highly secure environment that allowed their team to resolve client issues quickly.

Designing a Cloud-hosted Virtual Environment

“Louie and his team had high security requirements for their test environment,” said John Lane, Logical Front CEO. “They were also looking for a lot of control and flexibility. The solution must be able to shift and change processes as required for accurate testing while maintaining the tight security needed in the healthcare industry.”

Rasmussen and Logical Front designed a solution using vSphere, a vCenter hypervisor manager component, and multiple servers. They use a secure terminal service portal to access the environment. Once inside the environment, the portal allows team members to spin up customized templates to mirror any client configuration, regardless of whether it is built on a 2 tier or single tier architecture. The solution also gives Optum full administrative access to shift between and edit templates while also running testing sequences.

This allows a support representative to replicate any client’s environment, and test and troubleshoot their issue real-time while meeting Optum’s tight security requirements. Because it replicates the exact same environment and configuration, including possible errors or bugs, the client is experiencing, the representative can use the environment to more rapidly determine the underlying cause of the issues.

“These environments have been running for over 4 years without ever experiencing a single potential security incident.”

Rasmussen shared a further benefit of the new environment. “We also use the environment to build client configurations. Then we are able to deploy the “gold build” directly into the customer’s environment. This allows the customer to shorten their implementation timeline and get to market faster to realize the savings our products provide them.”

“In addition to the test environment, we built a back-up environment,” said Lane. “It was not mission critical, but in conversations with Louie, I learned that some events leave open a risk for losing the environment and templates. We wanted to give them a failsafe plan.”

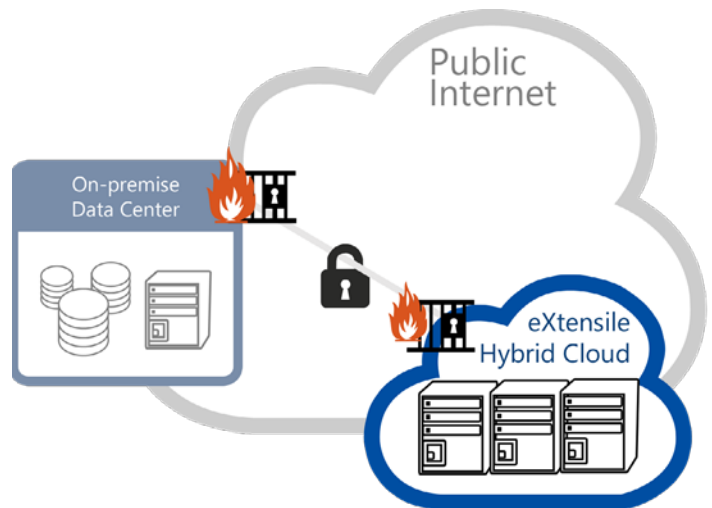
Cloud Solution for Everyday Testing

“We have a great setup with Logical Front today,” said Rasmussen. “Since implementing the B2B connection, every one of our users has mentioned how much faster it is than what we used to have. More importantly, these environments have been running for over 4 years without ever experiencing a single potential security incident.”

Along with faster system speeds, the Payer Market Implementations team is able to deliver higher quality client service, enjoying faster problem solving and minimizing unnecessary delay in helping customers.

“We’ve saved a lot of money by implementing this solution with Logical Front,” said Rasmussen. “We also have seen our time to resolution get better simply because we have a more responsive environment to work in.”

Beyond building solutions for software testing, the two companies have built solutions for Optum clients as well. The company is collaborating with Logical Front to provide data center hosting solutions that meet Optum’s and the U.S. Healthcare system’s stringent security requirements.



ABOUT LOGICAL FRONT

Founded In 2003, Logical Front has pioneered innovative ways of helping its clients use the cloud. The company offers cloud, on-premise, and hybrid solutions to address the needs of its clients around compute, storage, backup, disaster recovery, virtual desktops, networking, and security. These services come with design, consulting, implementation, support and training. Learn more at logicalfront.com.

ABOUT OPTUM

Optum is a leading information and technology-enabled health services business dedicated to helping make the health system work better for everyone. With more than 135,000 people worldwide, Optum delivers intelligent, integrated solutions that help to modernize the health system and improve overall population health. Optum is part of UnitedHealth Group (NYSE:UNH). For more information, visit www.optum.com.