

Automated Server Rotations

Save Healthcare Consortium Millions of Dollars

Client Information

The customer is an integrated managed healthcare consortium that has been providing healthcare for more than 60 years. It is the largest managed healthcare organization in the United States and one of the nation's largest not-for-profit health plans, serving more than 10 million members.

Business Challenges

The company had multiple application teams needed to perform tasks like server rotations that required procedures such as enabling and disabling the servers that were being load balanced. Since most traditional systems only have hard-coded roles defined in the application, the difficulty arose where,

- There was no mechanism to control access in a granular way, so only certain tasks could be delegated to certain users
- All changes had to be performed by the network engineering team. Requests came via a ticketing system and tickets piled up in a queue

The company recognized that mitigating these delays would save millions of dollars as well as network engineering team resources.

Solutions Delivered

AppViewX Application Delivery Automation solution's granular, role-based access control mechanism gave the customer the ability to provide self-service to their application teams. Tasks related to server rotation can be easily delegated to the application teams, who can now log in to the platform to perform simple enable/disable functions.

- All the actions performed are logged and the changes can easily be tracked
- Server rotations now take far less time and tickets for simple operational tasks no longer stack up in a queue

Industry

Healthcare

Challenges

- Piled-up change requests
- Lack of self-servicing

Benefits

- Reduction in server rotation delays
- Delivered granular role-based access control

Business Benefits

- The reduction in server rotation delays is saving millions of dollars
- Application teams have the flexibility to perform upgrades and changes on their servers as they need to, without having to depend on submitting a ticket and waiting for it to be resolved

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The ability to provide granular and secure access to our various teams has been a boon for the multiple server rotations performed.

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About AppViewX

AppViewX is revolutionizing the way NetOps and SecOps teams deliver services to Enterprise IT. The AppViewX Platform is a modular, low-code software application that enables the automation and orchestration of network infrastructure using an intuitive, context-aware, visual workflow. It quickly and easily translates business requirements into automation workflows that improve agility, enforce compliance, eliminate errors, and reduce cost. AppViewX is headquartered in Seattle with offices in the U.S., U.K., and India. To know more, visit www.appviewx.com.

AppViewX Inc.,

500 Yale Avenue North, Suite 100, Seattle, WA 98109

✉ info@appviewx.com

🌐 www.appviewx.com

☎ +1 (206) 207-7541

☎ +44 (0) 203-514-2226