

The HealthRules Advantage

INDUSTRY
Healthcare

CONCORD CAPABILITY
Cloud Applications & Integration



Project Overview

New products and systems always promise to magically transform your company – increase efficiency, reduce cost, and generally fix whatever ails you – but before any benefits are realized, proper setup has to take place. Our mid-sized health payer client was in the process of implementing HealthRules, an undoubtedly dynamic system, when they recognized challenges with their existing architecture. Further adding to the complication, their legacy integration layer was built and maintained by an outside vendor and changes were costly to incur. With outdated architecture and an inability to scale, it was time to make a change.

Results

Concord designed a modern architecture that allowed for faster processing with improved performance. Working alongside the client, the Concord team implemented an integration services layer that could be maintained with in-house talent, eliminating the need for costly vendors and reducing the total cost of ownership. As a result of the successful HealthRules implementation and architecture modernization, our client gained a scalable model that can support their planned growth and drastically improve their customer experience through better adherence to SLAs.



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