

# Case study – Healthcare Prescription Benefits Manager (PBM)



## Performance Engineering

Performance Engineering Advisory Services – ‘Standing up a Performance Engineering Organization for the Enterprise’

### Business Objective & Challenge

- Major business impact due to production disruptions within customer’s PBM System. This resulted in major downtime of the system.
- No Performance Testing (PT) environment being used. Limited PT execution. Lack of discipline around PT and lack of coverage. No Performance Engineering occurring!
- Customer looking to reduce risk and ensure that there will be no disruption in the future, and that all components of PBM System will scale and perform for all future releases.

### Collaborative Solution

- In an effort to reduce risk and ensure a higher level of performance testing process, we were initially engaged to assess the PT and PE maturity across process, organization, roles and tools to identify and recommend areas where tactical changes can be applied to implement PE across the platform.
- Following the assessment phase, presented roadmap including staffing and cost models to executive leadership.
- Planned for partial FTEs and On Demand resources with a model to move towards more FTEs over time.
- Focus has been on the entire Performance Engineering process across the SDLC, from design review, test execution, results review and analysis, and troubleshooting.

### Results

- Customer has improved the ability to execute disciplined performance tests and to increase the number of meaningful tests. Customer has been able to execute more tests for each release.
- By improving the test preparation process and test review process, Customer is able to reduce the number of retests due to improper configurations and settings.
- Within first 6 months, Customer has identified multiple significant issues, prior to Production deployment, resulting in immediate ROI, covering the cost of the group for the first two years.
- Visibility into the performance of the application and infrastructure has been vastly increased by improving the monitoring process and increasing the number and type of metrics being collected.
- Customer is better positioned to manage risk and complexity across their PBM System.