Digital Transformation Improves Customer Experience

CAPABILITIES SHOWN

Advisory Services

Cloud Transformation

Application Modernization

Kubernetes Service

Site Reliability Engineering

ABOUT THE COMPANY

Navitas Business Consulting is an award-winning, woman and minority-owned, SBA 8(a) certified IT Consulting & Solutions Company. We value passion, integrity, commitment, and collaboration, provide the perfect combination of technology, people, innovation, and expertise, and are committed to helping you improve speed, achieve desired outcomes, and reduce costs. Our core capabilities include multi-cloud enablement, digital transformation, and data and intelligence.

13454 Sunrise Valley Dr. Suite 240, Herndon, VA 20171   +1-571-222-4646   info@navitas-tech.com

CUSTOMER CHALLENGE

A large health insurance company processes claims and provides customer service to its members using multiple disconnected legacy systems built on outdated, inflexible technology. This customer began an ambitious program to redesign the claims processing and benefits administration and modernize legacy systems. The key strategic drivers of this modernization are to create a digital claim adjudication experience, improve claim processing time, accelerate new capability delivery, increase customer satisfaction, and maximize service availability.

NAVITAS SOLUTION

From defining the blueprint to delivering solutions, Navitas has been involved in this program since day one. Navitas started the journey by using agile scrum and eventually evolved to Scaled Agile Framework due to the complexity of the number of teams and its dependencies. We began by defining epics, features, and milestones, outlining a blueprint, and then building a Steel Thread for solution validation. We created an event-driven cloud-native microservices architecture, migrated these services to the Cloud to align with the enterprise digital strategy. We applied an innovative approach using domain-driven design, CQRS patterns, anti-corruption layer to reduce system complexity. We designed and developed applications using accelerated DevSecOps and Twelve-factor application methodology for faster change. We used MVP and Prototypes to conceptualize business capabilities into vertical slices of business services. We develop those services with COTS or custom solutions, captured under an open and modular API architecture for functionality and data. We performed incremental roll-out of new functionality to a subset of users to learn early and often as we implemented the solution.

We consolidated all the business rules into the centralized rules management platform and introduced SaaS for customer relationship management and case management. To integrate with existing legacy systems, we created adapters that provided a translation of legacy formats to new ones. An integrated data store was created to facilitate data sharing with other enterprise consumers. We also introduced test-driven development practices and tools for test automation.

THE BENEFITS

98%
first-pass rate with improvements in auto adjudication of claims

85%
overall customer satisfaction score with new digital capabilities

99.9%
service availability due to zero application downtime

35%
operational cost reduction with automated processes enabling investments in new capabilities

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