



Case study

StepWise application migration to the cloud

As cloud-based applications become part of health plans' day-to-day work, leaders are looking at cloud migration of existing applications from new perspectives. This is a case study for one such risk management application that is part of the Optum risk management portfolio for the payer market.

Challenge

Over the years, different clients have stayed at different level of releases, which presents challenges in maintaining a consistent deployment across all clients.

The product team also found that, due to client server configuration, it takes a longer lead time from purchase to configuration to value realization. The product team is interested in building new delivery models that can speed up value realization time for the potential new clients.

With the existing architecture, developing new capabilities and features, integrating them with various application releases, and distributing to clients has been quite challenging. The product team is also looking to address these challenges in the new delivery model.

Questions leaders ask when planning for migrations of risk management application

1. How much operational efficiency will be generated by migrating to cloud?
2. Can cloud enablement of this application help us reach new customers and new markets?
3. What other business models would cloud migration of applications enable?
4. Can migration to cloud help the speed with which new features and capabilities can be released?
5. Will cloud-based modernization help improve integration with applications in cloud and on premises?

Solution

To address these needs, Optum took a hybrid refactoring approach for modernization. They leveraged the existing functional code into a cloud-optimized updated application framework using our cloud development expertise. The refactoring approach provided a balance of business propensity, speed to market and urgency.

Some of the key changes that the product team made in creating the first fully ready cloud version of the product have included:

- Modernizing infrastructure provisioning with “everything as code” to leverage inherent elasticity and scalability of cloud and standardize the environment provisioning process, eliminating human errors and increases speed to market
- Migrating to cloud-native engineering with migrating applications to containers
- Using cloud-native services where appropriate, such as Azure KS, Azure SQL, App Gateway, which drastically reduces the maintenance work on the operating environment
- Adding measuring and billing features to provide application as a SaaS offering
- Aligning product and deployed environments to comply with requirements for HITRUST certification
- Leveraging cloud-based disaster recovery (DR) options
- Planning to provide future updates through container registry tagging

Results

With the cloud-based architectural enhancements and a new SaaS-based offering, the product team is confident that application will meet key objectives of modernization and achieve:

- Operational savings
 - New environment provisioning effort reduced by more than 70%
 - Support effort reduced by more than 80% as the environments are standardized
- Faster speed in introduction of new features and new services
 - Traditionally, it used to take more than 6 months to introduce new features – now, new features can be introduced every month
- Ability to penetrate new markets and new customers
- New service models to onboard customers in weeks compared to months and quarters
- Improve customer satisfaction

We know cloud Optum Advisory Services can help your organization accelerate and optimize your cloud adoption journey.

We have the people, processes and technology to support your cloud journey – from strategic planning to cloud journey planning, cloud architecture development, migration of application to cloud and optimization in cloud after launch. Optum is also the “cloud service provider“ of Azure Cloud and runs one of the largest health care clouds. While many organizations offer cloud migration and management services, Optum differentiates by sharing our tried-and-tested experience from our own cloud implementations, for the benefit of our clients.

Interested in learning more about how Optum® Advisory Services can help your organization?

Request a meeting.

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