

## Leader in Managed Health Care & Insurance

The insurance industry is among the most competitive and quick changing industries today. Constant adherence to compliance and best practices is required in all facets, including the use of technology. This firm is a nationwide leader in managed health care and is very progressive in their use of technology in driving efficiencies and in providing superior customer service. When the firm was looking for an unbiased, vendor-neutral assessment of their desktop virtualization environment to improve their level of services to users and customers, they reached out to Vicom for help.



### Challenge

The firm was having challenges in their desktop virtualization environment, which is comprised of both VMware and Citrix solutions. An initial assessment revealed several problems: (1) The engineering and operation teams within the firm did not have the appropriate visibility into each other, (2) The environment had very limited operational documentation, (3) the processes used in the environment had not been validated as to their efficiency and effectiveness, (4) consequently their problems could not be isolated down to root causes. A more in-depth assessment was needed in order to validate their success areas, to identify the areas needing improvement, and to give them the information necessary to justify the services and/or technology which could help them improve their desktop virtualization environment.

### Implications

These challenges made it very difficult to pinpoint issues when they arose, and also led to “gray areas” in which team members were not sure who had responsibility when issues did arise. It was difficult to proactively provide the IT services needed for their users, because they were constantly in reactive mode, addressing issues as they occurred. Aware of their reactive approach, the organization understood that the processes and practices in their desktop virtualization environment needed to change, but did not know where to begin. Also, they believed it would be helpful to know how their environment compared to other organizations with similar environments, and to industry standard best practices and frameworks.

### Solution

Vicom worked with this firm to perform an assessment and analysis of the desktop virtualization environment.

Vicom gathered information from onsite analysis and through interviews of key personnel within the organization and focused up on 3 key areas: 1) Discovery and Assessment, 2) Documenting findings, providing recommendations, and good/best practices, and 3) Presenting these findings to key stakeholders.

Vicom’s solution provided the firm with an operational understanding of their desktop virtualization environment for their VMware and Citrix environments and supporting components. We also help to illustrate, recommend and detail a set of Standard Operating Procedures (SOP’s) and Support Plans for the existing environment, and we helped to define and describe the ITIL Service Components for supporting the environment as well.

### Benefits

The firm received an unbiased assessment, analysis, and recommendations for their desktop virtualization environment to help validate the strengths and weaknesses that they were already aware of, and to provide them with the information and IP needed to update the environment. Based on Vicom’s experience and on industry standards and best practices, Vicom’s analysis provided recommendations on People, Process and Technology which allowed for improvements in each area in a phased manner, allowing the firm to continue providing the IT services needed for the desktop virtualization environment without impacting the production environment. The firm was able to implement improvements in an incremental manner, which provided immediate results as well as a foundation for further improvements over time.

### About

- Leader in managed health care and insurance
- Progressive adopter and user of technology in an industry that requires adherence to compliance and best practice use of technology to provide superior service
- Had a need to improve the service level for their desktop virtualization environment

### Solution Highlights

- Assessment of desktop virtualization environment
- Gap analysis that covers existing and newly proposed environment
- Provide a recommended list of applications and/or procedures to be used to efficiently maintain desktop virtualization environment
- Areas considered include Data Protection, Monitoring, Logging, Auditing, Governance, and Change Control
- Creation of a Service Design Package (SDP) and associated Standard Operating Procedures (SOP’s) to support virtualized applications and desktops
- Onsite presentation to review all data gathered, associated findings and present Vicom’s recommendations



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