comforte

CHANGE HEALTHCARE – IMPROVED HEALTHCARE PROCESSES ACROSS THE USA

Change Healthcare is a leading provider of innovative solutions to improve healthcare processes across the USA. Occupying a central position between patients, healthcare providers, pharmacies and state and private health insurance providers, Change Healthcare processes 15 billion healthcare transactions annually.

QUICK FACTS

▶ Provides a wide range of health-related services

▶ Processes 15 billion healthcare transactions annually

CHALLENGES

Change Healthcare interacts with many large insurance providers, who run a range of software solutions on various hardware platforms. One of their largest partners runs an IBM zOS-based solution which requires Change Healthcare to communicate with the zOS communications layer (VTAM) via SNA.

Up until recently, Change Healthcare had used an SNA device from JBM Electronics, but with those devices becoming obsolete, Change Healthcare needed another solution to allow their applications to communicate with VTAM using SNA.

CONNECTING PEOPLE AND SYSTEMS WITH COMFORTE

For more than 20 years, comforte has developed trusted solutions for HPE NonStop systems embraced by more than 500 successful businesses worldwide.

As companies expand their presence into the digital world, comforte continues to be the leader of software solutions in the areas of data security, digital enablement, and connectivity. comforte solutions position businesses to exceed customer demands, offer new services, and retain privacy and trust.

To learn more, get in touch with a comforte representative today by visiting: www.comforte.com/contact/.

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> *Our experience with uLingaEE and the Infrasoft/comforte team has been extremely positive. We had a crisis with our JBM appliances becoming obsolete, and they walked us through their solution, from product introduction to Proof of Concept, and on to testing and go-live, and supported us the whole way. uLingaEE was such a perfect fit for us that we didn't even need to evaluate alternatives. Great product, great team.*
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> *Raman Ramamurthy, Sr. Director, Engineering (Enterprise Data Transfer Services)*
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REQUIREMENTS

Change Healthcare required a highly performant, completely reliable solution to allow for the demands of their applications and their customers. They also needed a complete SNA solution that supported the IBM High Performance Routing (HPR) solution, also known as Enterprise Extender (EE). This was important as Change Healthcare's partner did not have any desire to modify their existing SNA environment or their applications. Finally, the solution needed to provide all these capabilities from a commodity Linux Server.

SOLUTIONS

Change Healthcare became aware of Infrasoft's uLinga for Enterprise Extender (ULEE) solution from IBM's partner solution's webpages. Initial conversations between Change Healthcare technical staff, Infrasoft and comforte indicated that ULEE would be a good fit for their requirements.

As a widely deployed Enterprise Extender implementation across numerous large European and North American banks, retailers and manufacturers, uLinga for EE had the proven reliability that Change Healthcare required. As a complete SNA stack, Change Healthcare was confident that ULEE would provide the functionality required to ensure their applications could continue to work with their partner without change.

The initial implementation and testing of the ULEE solution with Change Healthcare's partner showed all this to be true. After extensive testing Change Healthcare determined that ULEE was working as required, and the product was installed into their two production application environments in August 2021.

BENEFITS

Change Healthcare has been very happy with the Web-based User Interface provided by uLinga for EE. It allows configurable dashboards to be displayed, showing important status information at a glance.

The performance and reliability of the ULEE solution have been shown to far exceed that which their previous JBM device provided. Response times have reduced significantly and ULEE runs nonstop, without needing regular rebooting unlike the previous solution. Troubleshooting capabilities are also greatly enhanced, with the extensive tracing and event logging features of ULEE.

PROJECT GOALS

▶ Replace obsolete JBM devices

▶ Improve performance and availability

▶ No changes to existing applications and networks