

Effective Application Lifecycle Management from IBM helps Capital District Physicians' Health Plan increase efficiency

We face a number of challenges. There are so many initiatives and so many regulations that we have to comply with, that we have severe resource constraints. One of the most exciting trends that we are seeing is the development of collaboration software that allows our requirements, analysts, our developers and our testers to work together in a more seamless fashion.

About four years ago, we decided to replace our claims processing system with a newer system. The conversion put us in the following situation. We had defects and issues that we had to remediate from the conversion...we looked at what our current toolset was and decided that there were more advanced tools we could take advantage of if we were going to build a world-class quality assurance organization.

Once we made the decision to deploy Rational Quality Manager, we looked at the entire philosophy of Jazz. We decided we really wanted to increase the capabilities of our quality assurance group. So we purchased Rational Quality Manager as a way to manage our test cases and to execute those test cases and to be able to prove that we had conducted the appropriate tests.

During the deployment of RTC and RQM, IBM was a great partner. The business benefit of Rational Team Concert is that it really does increase collaboration between different roles in the organization.

Given the fact that our work was spread among many different systems, we thought it would be tremendously advantageous when all the work went into one system. The second thing we wanted was our executives to have transparency into progress of all this work. The use of the dashboards in RTC has been very effective in displaying that information, which was previously hidden.

Transparency is extremely important because without transparency, what you have is a bunch of individual silos and these silos may not communicate with one another effectively, which is going to increase the amount of time it takes to get any given initiative done. We deployed Rational Team Concert to 850 users recently. The single common comment that I heard afterwards was "Wow, this tool is awesome."