



50K batch jobs per day

55% fewer resources needed

50% drop in failure rate

Florida Blue 

## Blue Cross and Blue Shield of Florida



### INDUSTRY

Healthcare: Health Insurance



### CHALLENGE

Absorb growing number of workloads and adapt to changing healthcare regulations while keeping operations staff lean.



### SOLUTION

BMC Control-M and BMC Batch Impact Manager facilitate enterprise scheduling to increase efficiency and reliability.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.

**BMC – Bring IT to Life**

# U.S. healthcare provider Blue Cross Blue Shield cuts batch failure rate by 50% with superior workload automation

## BUSINESS CHALLENGE

As a healthcare services provider, Blue Cross and Blue Shield of Florida (BCBSF) is committed to delivering superior service while keeping premiums low. Maximizing efficiency and minimizing overhead costs are top priorities. IT supports these objectives with a sophisticated infrastructure running dozens of critical systems on mainframe, UNIX®, Linux®, and Intel® platforms. Keeping those systems up to date and operating reliably involves completing 50,000 batch jobs on time each day. Any interruption in service could hamper employees in delivering quality service to members.

## BMC SOLUTION

BCBSF uses BMC Control-M Workload Automation to keep its huge batch processing workload running smoothly. Sophisticated cross-application, cross-platform scheduling capabilities help staff identify and resolve problems that might delay processing. Additionally, tools such as Control-M Batch Impact Manager complement the workload automation capabilities with the ability to proactively determine the impact of failures or delays in batch processes.

## BUSINESS IMPACT

BCBSF has regularly upgraded its Control-M implementation to take advantage of new functionality. This has enabled IT to keep the operations staff lean while absorbing dramatic growth in batch processing workload.

- Despite rapidly growing job volumes, IT has **reduced operations staff requirements by 55%** over three years, freeing up people for high-value projects.
- Automated forecasting **saves up to two hours of staff time daily** and avoids negative business impacts.
- Over four years, the staff has **reduced the abend rate by more than half** to achieve a failure rate of 0.41%.
- Early warning of problems permits the staff to **head off problems before service level agreements are missed**.
- Automation positions BCBSF to accommodate changing healthcare mandates, **ensuring compliance with regulatory requirements and avoiding penalties**.

“BMC Control-M automated scheduling software is in our DNA and it is rock solid,” says Rick Zarlenga, IT production support manager at BCBSF. “The key requirements that I look for in software products include reliability, scalability, the ability to identify anomalies and root cause with ease, full cross-platform support, and application integration. From my perspective BMC’s product suite and support deliver on all of these essential aspects.”

