



## Harvard Pilgrim Health Care Discovers Quest Is the Cure for Proactively Managing Its Business-Critical Applications and Databases

Harvard Pilgrim Health Care is a full-service health benefits company serving plan members throughout Massachusetts, New Hampshire, Maine, and other New England states. For more than 35 years, the company has built a reputation for exceptional clinical quality, preventive care, disease management and member satisfaction. With a mission to improve both the health of the people it serves and the health of society, Harvard Pilgrim offers personalized service and technology to make its plans easier to use. It also works closely with providers to improve the health of members, both through prevention and management of chronic conditions or other serious medical problems.

To better serve its thousands of members, partners, and employees, Harvard Pilgrim made a strategic investment in Oracle applications and databases. The company implemented Oracle E-Business solution to provide systems for finance, human resources, and customer relationship management (CRM) systems, which are built on the Oracle database and launched an enterprise portal to manage the many critical IT services provided to employees, brokers, providers, and plan members. Additionally, Harvard Pilgrim has outsourced Data Center Operations, Development and Call Center Operations to Perot Systems.

### The Challenge

As Harvard Pilgrim transitioned to a new Oracle-based architecture, it wanted to be proactive with its application and database management strategies to ensure 24x7 service. "The organization needed to guarantee the performance, availability, and service levels of our Oracle E-Business applications and enterprise portal," says Craig Bogovich, Solution Architect at Harvard Pilgrim and employee of Perot Systems. "Determining how many users were accessing which parts of the system, understanding how the critical processes were performing, and helping IT diagnose long-running jobs, were all seen as critical needs."

Bogovich continued: "There are a variety of solutions available today for application and database management, but we were looking for one that supported a proactive approach to monitoring to notify us of issues before they affected our end users. Additionally, we wanted to be able to get detailed diagnostic information on the problem and have a solution that could support us all the way through problem resolution."

### The Quest Solution

To ensure optimal performance and availability of its business-critical Oracle E-Business applications and Oracle databases, as well as its enterprise portal, Harvard Pilgrim selected and implemented Foglight, a Quest Application and Services Management solution that provides proactive monitoring and real-time diagnostics—from end user to database. Additionally, Harvard Pilgrim looked to Quest for its extensive offering of application and database management solutions which included Spotlight, Performance Analysis, and InTrust. Helping Harvard Pilgrim optimize its use of Quest solutions was Quest Professional Services and Quest Support.

"Harvard Pilgrim had been a Quest customer for years, having used the company's Toad product to streamline database development and administration," Bogovich explained. "We then began using Foglight and Spotlight from Quest to monitor our Oracle and SQL Server databases, and were pleased with the current and historical information through both capacity and performance reports. So there was little question for us when it came time to manage our Oracle E-Business applications. Foglight and Spotlight present more robust information and do so in a way that is intuitive to understand. The installation, ease of use, and depth of monitoring and diagnostics set Quest apart from other options we considered."

*"When Harvard Pilgrim Health Care deployed our new architecture that included Oracle E-Business, Oracle databases, and an enterprise portal, we knew that thousands of customers would use it every day to perform a variety of critical transactions.*

*To ensure performance, availability, and service quality, we looked to Quest's Application and Services Management solution to give us a depth of monitoring, diagnostics and an ease of use that no other solution on the market provides."*

— Craig Bogovich  
Solution Architect  
Harvard Pilgrim Health Care

## Overview

### Headquarters

Wellesley, Massachusetts

### Services

Full-service health benefits company

### Critical Needs

- A robust solution to allow proactive management of a business-critical portal environment, Oracle E-Business applications and Oracle databases.
- Key requirements included proactive monitoring, deep diagnostics, historical analysis and reporting.

### Solution

- Quest Application and Services Management (Foglight, Spotlight, Performance Analysis, and InTrust for Databases)
- Quest Professional Services

### Results

- Prevented service degradations and outages of critical business systems and processes
- Reduced mean-time-to-resolution for incidents and problems while reducing overhead for systems management
- Improved service level achievement with increased quality of service to members, partners, and employees

Additionally, Foglight also helped Harvard Pilgrim move from a monolithic architecture to one that is much more dynamic. “We had a Java application on an HPUX server and wanted to move it to a Linux cluster for performance, availability, and cost reasons,” said Bogovich. “We used Foglight to understand peak usage and to do performance benchmarking, through historical reporting and synthetic transactions.”

## The Bottom Line

Harvard Pilgrim has seen notable improvements through its use of Quest’s Application and Services Management solutions. “When I think about the ways that Quest has helped us, I point to the ability to identify problems faster and resolve them more efficiently,” Bogovich explained. “We have also seen a marked improvement in our ability to prevent problems that might cause outages, helping us maintain service levels for our valued members, partners, and employees. The Quest Support organization has been awesome, and the Professional Services consultants who we have called upon always provide consistent and valuable expertise to help us optimize our use of Quest solutions and help us continuously improve our operations.”

Having a complete understanding of application performance—from end user to database—is essential in meeting and exceeding service levels, according to Bogovich. “Business-critical applications, like the ones we use, require IT to maximize uptime and reduce outages,” he said. “Quest’s Application and Services Management solution has helped us meet those requirements with ease to optimize application effectiveness.”

## About Harvard Pilgrim Health Care

Harvard Pilgrim is a full-service health benefits company serving members throughout Massachusetts, New Hampshire, Maine, and beyond. An independent, not-for-profit organization, the company offers a wide variety of health insurance options for companies, families and individuals. Its fully insured or self-insured PPO, POS and HMO plans are available with multiple variations tailored to the needs of their members and employers. Its offerings are consistently rated among the top health care plans in the country. In 2007, the company’s commercial health plan was ranked #1 in the U.S. for the third year in a row by *U.S. News & World Report*.

## About Perot Systems

Perot Systems is a worldwide provider of information technology services and business solutions. Through its flexible and collaborative approach, Perot Systems integrates expertise from across the company to deliver custom solutions that enable clients to accelerate growth, streamline operations and create new levels of customer value. Headquartered in Plano, Texas, Perot Systems reported 2006 revenue of \$2.3 billion. The company has more than 22,000 associates located in North America, Europe, and Asia. Additional information on Perot Systems is available at <http://www.perotsystems.com>.

## About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at [www.quest.com](http://www.quest.com).

Quest Software Incorporated. • To learn more about our solutions, contact your local sales representative or visit [www.quest.com](http://www.quest.com).

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