



Case Study

Noridian Mutual Insurance Company



Overview

Headquarters: Fargo, ND

Employees: 1,300

Assets: \$7.5 billion

Services:

- healthcare coverage to over 75% of North Dakota’s privately insured population
- 50 million claims each year across 13 states

Insurance company offering insurance solutions to residents of North Dakota.

Noridian Mutual has used OpCon, powered by SMA Technologies, since 1998. Noridian provides healthcare coverage to 75% of North Dakota’s privately insured population, handles more than 50 million Medicare claims each year across 13 states, and administers the new national healthcare provider identification registry in all 50 states.

Efficiency is one of the keys to Noridian’s success and the cross-platform compatibility of OpCon is one of the keys to its efficiency, enabling the IT department to add new business without adding staff.

Challenges

Complex environment with two Unisys mainframes and an IBM z/OS mainframe; 300 AIX, Unix, Linux, and Windows servers.

Human operators controlled 800+ processes per day, leading to an unacceptable rate of human error.

Needed an automation system that could integrate new technologies without rendering programming and hardware obsolete.

Solution

OpCon™ supports every platform in commercial use and most legacy systems.

OpCon™ recognizes and responds to a variety of issues using pre-defined procedures, so it rarely needs intervention.

OpCon™ supports new technologies and boasts rock-solid stability in its new releases .

Benefits

Noridian can manage many of its critical processes from a single point of control, greatly increasing efficiency.

Event-driven automation minimizes human intervention and ensures jobs run accurately, avoiding out-of-sequence errors.

Noridian doesn’t have to worry about adopting new technologies.

“We Couldn’t Run Without OpCon.”

Noridian covers close to half a million people. Its growing product line includes one of the most efficiently run Blue Cross Blue Shield plans in the country with administrative expenses averaging less than 9%. The industry recognizes Noridian for performance, quality, service, and customer loyalty.

Running more than 800 jobs a day around the clock with intricate cross-platform dependencies would be enough to tax even a huge staff of operators. OpCon handles the task easily and flawlessly, taking just milliseconds between jobs. “OpCon proved so efficient that our operators have more time to take on more work,” says Kim Mehlhaff, Noridian’s IS Operations Manager. “Over the years, OpCon has helped us grow our business without adding additional staff. Today, we have grown so complex and so large, that our business literally couldn’t run without OpCon.”

Personal Support from Programmers Who Developed the Product

Although Noridian rarely needs support, the provider appreciates that they can rely on SMA and communicate with the programmers who developed OpCon. “SMA’s people know what we’re running. They know what we’re running it on. They know us. And they know their product,” says Mehlhaff. “SMA support is great.”

Ability to Influence Future Product Releases

Since its partnership with SMA began, Noridian has made suggestions for features and functions it would like to see in future OpCon releases. “Unlike some larger suppliers we have dealt with, SMA has been very responsive,” says Danny Mastre, Director of Infrastructure and Operations. “Its developers have been able to accommodate us and make our lives a lot easier.”



OpCon proved so efficient that our operators have more time to take on more work.”

Kim Mehlhaff, IS Operations Manager

The Universal Remote: Crucial in Disaster Recovery

When Noridian's main data center flooded, OpCon helped get it up and running again in record time. The OpCon log showed the last job run before the data center went down. When data operations resumed, processing simply picked up where it stopped with no jobs missed or run out of sequence. In previous emergencies, the IT staff had to pull in application developers to document and test dependencies between jobs before normal operations could resume.

Now, OpCon plays a crucial role in the company's disaster preparedness. Each year, Noridian tests the company's ability to run data operations from alternate sites in case the primary center is knocked out.

"OpCon is critical for business continuity," says Mastre. "If OpCon went down, our business would be severely impacted. Our batch cycle would be almost impossible to run. OpCon is one of the most important pieces of software we have."



OpCon is one of the most important pieces of software we have."

Danny Mastre, Director of Infrastructure and Operations

Do you want to find out how OpCon could transform your business?

Click the button above to schedule a demo of the powerful OpCon workload automation and orchestration solution with an automation expert from SMA.

