TriZetto uses flash technology to improve the healthcare experience

IBM FlashSystem storage provides performance boost to TriZetto payer applications

Overview

The need
TriZetto's customers require high-performing infrastructure to capture and reliably deliver healthcare information seamlessly, with no unplanned downtime.

The solution
TriZetto Facets and QNXT core claims administration systems were tested using IBM® FlashSystem® storage and performed better than with traditional disk storage.

The benefit
IBM FlashSystem helps TriZetto process claims faster, providing customers more timely payment and deductible information to make healthcare decisions, which may reduce costs for insurers and members.

TriZetto Corporation, a Cognizant company headquartered in Englewood, Colorado, provides world-class IT solutions to the healthcare industry. TriZetto's solutions help simplify the deployment and adoption of technology and improve operations, while enabling a more collaborative healthcare community.

Healthcare decisions can be costly
Healthcare consumers often accept care without knowing the financial implications of their decisions. Take a typical consumer named "Susan." Susan goes for a walk and returns with knee pain. She visits her doctor, who recommends that she see a specialist.

Replacing disk storage with flash yields tangible performance gains in the TriZetto payer software. "Preliminary lab testing using TriZetto's core administration products in conjunction with IBM FlashSystem has shown promising results both in the application space as well as volume-oriented data maintenance operations," says Pete Gill, Senior Technical Architect, TriZetto.

Solution components

Hardware
- IBM® FlashSystem® storage
- Flex System™ server with IBM POWER7+™, IBM AIX® and Intel Xeon processors
- X5 rack-mount servers with Intel Xeon processors

Software
- TriZetto Facets Enterprise Core Administration Platform with Sybase ASE
- TriZetto QNXT Enterprise Core Administration System with Microsoft SQL Server

On the day of her appointment, her knee feels better, but the orthopedic doctor suggests she undergo an MRI scan to ensure there is no structural irregularity. Susan wonders: Is the test necessary? What will my out-of-pocket cost be? Taking precautions, Susan agrees to the MRI, without having answers to her questions. Her knee improves with rest, and the MRI shows no damage, yet Susan is billed USD500 out of pocket. Like many in such situations, Susan wishes she had known the cost of the MRI before the test was done.

Now, imagine being privy to the cost of a diagnostic test, procedure or treatment before it is administered. This is the world IBM Business Partner TriZetto is committed to helping usher forth, and flash storage is a key technology enabling that change.

Removing bottlenecks, speeding performance with flash storage

TriZetto's Advanced Eligibility solution for providers helps bring about the new reality described above by making it easy for providers to better calculate accurate patient payment responsibility at the point of service. This can help patients understand the true cost of medical procedures prior to their being carried out.

The next step in point-of-service payment responsibility is to further improve speed and accuracy when calculating the true cost of a procedure. IBM and TriZetto performed onsite laboratory testing of the TriZetto payer software, with IBM FlashSystem implemented in lieu of spinning-disk storage, to demonstrate how removing bottlenecks caused by slow-spinning disks can help TriZetto better meet their customers' needs.

Reduced batch cycles, improved online response

Replacing the disk storage solution with IBM FlashSystem during testing enabled TriZetto to see a tangible performance improvement in its payer software by reducing batch cycles and improving online response in those applications.

Testing demonstrated a 90 percent reduction in storage latency, slashing multi-millisecond response times to sub-millisecond and enabling certain I/O-intensive application and database maintenance operations to be performed from 1.5 to more than 5 times faster. What's more, one IBM FlashSystem storage enclosure consumes 1/10 the space of a mid-range disk enclosure (that is, two rack units versus 20). Fewer rack units means less complexity, fewer cables and less power consumption, which translates to OPEX reductions of over 90 percent.

Conclusion

IBM has partnered with TriZetto for over 25 years—with IBM providing optimized enterprise-class IT hardware and software infrastructure—to enable TriZetto to reliably deliver information with data integrity, high connectivity and world-class availability. IBM FlashSystem storage represents one more step along the path to achieving the kinds of solution capabilities that TriZetto's customers are eager to implement—capabilities that may change the face of the healthcare industry for the better.

For more information

To learn more about how IBM FlashSystem storage provides a tangible performance boost to TriZetto payer applications, please contact your IBM representative or IBM Business Partner, or visit the following websites:
- **ibm.com**/systems/storage/flash
- www.trizetto.com

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