

## Case Study

# Enterprise data warehouse for improved ROI

### Business Situation

The customer is a Missouri-based health insurer with whom Mahindra Satyam had a long standing relationship for maintenance, enhancement and development of core legacy systems and data warehousing solutions. After the merger of three State plans, corporate decision support systems and reporting, the customer wanted to integrate all its businesses and operational data. The customer wanted an enterprise data warehouse (EDW) solution to combine the claims, membership, provider, pharmacy, dental, capitation and revenue from all the constituent health plans.

*How a healthcare provider integrated its business and operational data through a data warehousing solution*



### Mahindra Satyam's Role

Mahindra Satyam has been working on the Data Warehouse development project since September 2003. The role is to:

- Gather operational and analytical information
- Establish an authoritative source for operational and analytical reporting
- Implement mechanisms to monitor and enhance the quality of reporting data
- Develop a single architecture for all reporting
- deliver new capabilities in an iterative manner
- Establish and adhere to SLAs etc.

### Solution Benefits

- Created a single, authoritative and consistent source of operational and analytical information
- Monitored and enhanced the quality of reporting data
- Maintained an enterprise-wide analytical data source
- Leveraged business data to increase ROI levels
- Increased consistency of information
- Decreased cost of supporting data extract processes
- Reduced the time needed to acquire and validate data