The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

YEAR:
2012

STATUS:
Laureate

Organization:
Seven Corners

Organization URL:
www.sevencorners.com

Project Name:
Seven Corners Virtual Private Cloud

What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?

Issue: Providing 24x7x365 travel medical and emergency assistance services around the world. Problem inhibiting success: Outdated physical infrastructure and application environment resulted in critical outages costing service interruptions. Metric: Outages and speed of system will be measured against baseline. Results: Reduced outages from 10-12 a day to 1 outage in 13 months of production. Reduced lost revenue and/or productivity by $355,000 in first 8 months. Typical report and transaction speeds dramatically reduced (claims processing dropped from 15-20 minutes to adjudicate a claim to 15 seconds). Carrier reporting dropped from 6-8 hours to 8-10 seconds runtime.

Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.

Seven Corners began the project with owner's approval in September of 2010. Project completed in January of 2011. Full return on $450,000 investment was realized in July of 2011 after only 7 months in production. The project received the NetApp Visionary Leadership award in 2011. Technologies: Cisco UCS, VMware 5, NetApp Flexpod Storage. Other Partners: Netech solutions as integrating partner, and TEKsystems Global Services as off-shore and on-site testing and development services vendor. Challenges: 1. Speed to Market. Legacy hardware was ready to

fail within 3-4 months of start of project -- estimated loss at $3M. Project was quickly implemented, with full conversion from legacy servers to virtual servers in 3 months. 2. Expanding base of business. Growth is a good thing, but implementing several major customers and lines of business during a major systems upgrade project is a challenge. Seven Corners utilized the SCRUM process of Agile development to keep system developments, application upgrades, and customer implementations on track. 3. Mitigating risk of failed conversions. By the innovative use of a strong integrating partner during implementation, enormous time was saved on the project. Our staff ended the project trained to support and grow the systems implemented.

Please list the specific humanitarian benefits the project has yielded so far.

Seven Corners was able to double the medical providers in the network that spans the globe, provide 24x7x365 access to customers on the go, to their computers, tablets, and smartphones. A distressed traveler can reach a live representative via telephone chat, email on a 24x7x365 basis for urgent assistance, eligibility confirmation, submittal of proof of loss forms, trip cancellation issues, and any other travel insurance needs. (The Seven Corners Websites has several case studies of extreme travel assistance the new system has facilitated.)

Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.

A teacher and her 4-year-old son were on their way to Barcelona, Spain. Upon arrival at the Madrid-Spain airport, the mother had just made it through customs when she was overcome with acute abdominal pain and was diagnosed with acute appendicitis with possible peritonitis. She needed to be rushed to a hospital for immediate surgery, but she refused to be taken to the OR without having a trusted person to care for her son in her absence. Seven Corners was contacted and immediately arranged for an embassy representative to take care of her son while arrangements were made to send the child's father to Spain. Only after the mother spoke to the embassy attaché and was assured her son was well taken care of did she consent to the operation. Seven Corners also arranged the direct payment with the hospital. In a time of severe crisis, Seven Corners staff utilized upgraded, innovative technologies to remove all manual barriers to immediate and successful assistance and eliminate the normal worry and concerns of dealing with emergency healthcare in a foreign country.