

## Overview

An Insurance company current system entailed various legacy and new-aged portal application systems. The business groups had a requirement to access both systems due to dependencies on data/information. Technology department, portal service group, designed a proof of concept to integrate the various systems with Business Process Management (BPM) software solution. After a in-depth vendor selection the insurance company chose Pegasystems PRPC as the BPM integration solution.

## Client Challenge

Carefirst, a health insurance company, selected a BPM solution which best fit the business and technical need, while encompassing the most functionality for their users. However, in selecting Pegasus BPM solution the portal service group did not have the expertise to provide the overall solution strategy around the Pegasystems PRPC functionality or the knowledge to develop within the system. The portal service group needed Pegasystems PRPC subject matter experts to guide their team on the development strategy and approach, and assistant in writing integration code. Along with the need to develop a quality solution, Carefirst had budget constraints requiring quality services at a low rate.

## Services and Solution

Carefirst selected Architech Solutions as the primary consulting group to provide subject matter expertise for the Pegasystems integration solution. Architech Solutions consultants worked with the Carefirst portal service group to provide guidance and expertise on the following:

- Business requirements gathering
- Functional requirements definitions
- Architectural designs
- Coordination of focus groups, including Pegasystems consultants
- Design strategy and Development approach
- Pegasystems PRPC software development

Architech Solutions consultants collaborated with the client at all phases of the software development lifecycle and interacted with each business and technical team to ensure a quality BPM integration solution was developed on time and within budget. Our consultants acted as the development lead and partnered with consultants from Pegasystems to deliver a highly-functional BPM integration tier to access the Carefirst legacy systems and WebSphere portal information; thus meeting the business and technical requirements requested by the client.

## Why Architech Solutions?

The Architech Solutions team was an essential part of the Carefirst BPM integration solution team, due to the knowledge of various BPM solutions (not solely Pegasystems PRPC software). Our consultants have vast experience in the BPM industry with a variety of clients, including: federal agencies, department of defense, homeland security, commercial, financial, and insurance companies. This experience and knowledge provide the insight in designing the best fit solution for the business and technical challenge facing the Carefirst. Without the knowledge of various BPM solution functionalities and flaws with each software package, the Architech Solutions team would not have designed a fully functional BPM integration tier for Carefirst.

## Client Success

Carefirst has implemented and successfully launched a business management integration solution to access legacy and WebShere portal information. The portal services group called on Architech Solutions to provide expert knowledge and expertise at half the cost any proposed services estimate for the integration solution. The Architech Solutions team acted as the technical architecture lead and liaison to the consultants from Pegasystems. The solution was develop on time, within budget, and met all the end user needs.