

## Customer Success Story - Healthcare

In 2007, ConnectiCare was ranked #5 on the US News & World Report / NCQA list of America's Best Health Plans®. This recognition is largely the result of ConnectiCare's commitment to "Best in Class" service – a commitment that extends to its IT operations. When its claims processing software vendor moved to a UNIX-based platform, ConnectiCare decided to make the move from proprietary to open systems as well.

For many years, ConnectiCare had relied on job scheduling and output management solutions from ROC Software for its proprietary MPE environment.. The reliability of ROC's MPE solutions and the quality of ROC's technical support led ConnectiCare to choose similar ROC solutions for their new UNIX environment. "We looked at a couple of other options, but we were used to the dependability and ease of use that we got with ROC, and we always got very good support," says Debra Caron, ConnectiCare's Systems Administrator.

For job scheduling, ConnectiCare chose ROC Maestro for Open Systems, which provides the ability to automate and monitor processes with reusable calendars, events, and cross-platform dependencies. Similar to ROC's MPE-based scheduling solution, ROC Maestro for Open Systems sets the standard for ease of use and stability. For output management, ConnectiCare chose ROC Rhapsody, which provides centralized control over all business-critical printing to allow IT staff to spend less time on output issues.

Like any major transition, ConnectiCare's transition to open systems was not without the occasional bump in the road, but ROC Software was there to support them every step of the way. "The support from ROC was very good," says Debra Caron, "They are easy to work with and if they don't have an immediate solution, they actually go work on it. I can't say enough about the support we received."

Today, ConnectiCare utilizes ROC Maestro for Open Systems for all their business-critical processing and more than 90% of their overall processing. Maestro manages dozens of schedules that ensure claims payables, capitation and billing are completed as efficiently as possible and without the need for constant oversight. With ROC Maestro for Open Systems, ConnectiCare is able to automate their processing using pre-defined schedules and dependencies. Because Maestro is constantly monitoring each schedule, jobs can even run unattended on Sundays and holidays. If Maestro detects any job failure, it immediately emails the appropriate personnel, who can quickly resolve the problem and resume processing.

To manage its in-house printing, ConnectiCare relies on the centralized control and reliability of ROC Rhapsody. ConnectiCare does most of its printing through outside vendors, so they don't have a lot of IT resources devoted to output. For those jobs that are still printed in-house, they don't want to spend a lot of time dealing with printing issues. When a printing problem occurs, Rhapsody's intuitive interface makes it easy to quickly redirect output to any working printer and restart the job at any page.

With enterprise job scheduling and output management solutions from ROC Software, ConnectiCare is able to deliver IT services that are truly "Best in Class".



### About ConnectiCare, Inc

ConnectiCare is a Farmington, CT-based health plan that serves more than 240,000 members. In 2007, ConnectiCare was ranked #5 on the US News and World Report / NCQA list of America's Best Health Plans®.

### About ROC Software

ROC Software develops enterprise output management and job scheduling solutions to help IT organizations save valuable time and money in managing their business-critical operations. ROC solutions are easy to install on most major platforms including UNIX®, Linux®, Windows® and HP® e3000. More than 4,000 customers worldwide depend upon ROC Software for innovative enterprise solutions, rock-solid reliability and outstanding support. ROC Software is headquartered in Austin, Texas.



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