



E-Meditek Technologies Implements VMware for Improved business continuity

“VMware has helped make our critical applications highly available and easily recoverable, giving us much needed peace of mind. We can now quickly find and fix issues through vCenter, and because we have our disaster recovery environment in place, we’ve significantly mitigated our risk.”

Kapil Chadha, Chief Executive Officer, E-Meditek Technologies Pvt. Limited

INDUSTRY

Insurance

CORPORATE HEADQUARTERS

Gurgaon

WEBSITE

www.emtpl.com

DEPLOYMENT ENVIRONMENT

VMWARE PRODUCTS

- VMware vSphere 5.0 at Primary site
- VMware vSphere 5.1 at DR site
- VMware vCenter 5.0
- VMware vCenter Site Recovery Manager 5.0

APPLICATIONS VIRTUALIZED

- Sun Finance System, Expense Trackpro Management System, Claims Software, Database Server - Claims Software, Mitel Audio and Web Conference Server, Techinfo Call Center Solution, Opentext 16 Channels based (FOIP) Fax Server, E-Meditek Web sites, and other in-house applications

PLATFORM

- Microsoft Windows
- Linux

E-Meditek

E-Meditek TPA services is one of India’s leading Third Party Administrators (TPA), and provides the right blend of health benefit administration with technology, innovations, and best practices. Over 7 million registered members trust and depend on E-Meditek for the speedy processing of their medical claims. E-Meditek has a strong relationship with 24 insurers, 10,000+ health providers and a host of partners and international alliances. Their expertise lies in reducing claims costs while ensuring quality care for their customers, checking fraud and abuse, promoting preventive care and wellness programs, advanced analytics and predictive modeling. They are the first TPA to introduce e-cards, SMS alerts and auto-mailers in the industry, and the only TPA to offer a host of other services, such as pre-policy health check-ups, Rashtriya Swasthya Bima Yojana (RSBY) Implementation and claims administration, and hospital bill re-pricing for overseas travel claims.

E-Meditek’s main concern was maintaining and managing the 40 stand-alone servers at their Gurgaon datacenter. These servers host a number of business critical applications including a 24x7 cashless processing service for insurance companies. Consequently, any downtime of any of these servers would result in their processes grinding to a halt.

E-Meditek evaluated various virtualization solutions available in the market both on technical and commercial aspects. They found that most of the competitive solutions did not offer all the features that VMware offered, and were also very expensive to deploy and maintain. The combination of VMware vCenter and SRM was a perfect solution for E-Meditek because VMware offers disaster recovery inbuilt with the virtualized solution and all the VMs can be managed from a single console using vCenter. Over and above, the costs to deploy and maintain were within their budget. VMware’s excellent post implementation support being offered was another major differentiating factor.

E-Meditek virtualized its server infrastructure on VMware vSphere. They implemented VMware Site Recovery Manager (SRM) to create a fail over for its critical applications at a backup location. Even servers in the primary site have been made highly available.

As part of their audit requirements, they were required to conduct regular disaster recovery drills to test their disaster recovery facilities. The conventional testing methods involved many manual steps, were cumbersome, and unreliable. With VMware Site Recovery Manager, they can now easily test their disaster recovery plans with just a click of a button, giving them confidence in the

failover capabilities of their systems. It is easy to view and export results of test and failover execution from VMware vCenter Server.

VMware SRM has also dramatically reduced the time required for the IT team to conduct audits without disturbing the production environment.

Additionally, as the SRM solution did not require identical server and storage resources at both the primary and secondary site to create a disaster recovery environment, they were able to use different models of hardware and storage resources across the two sites.

The disaster recovery site was set up and fully functional in just 14 days, thanks to the support extended by the VMware team. Any other traditionally available disaster recovery software would have taken at least 3-4 months for the implementation.

Today, over 97 % of their critical applications are virtualized including Sun Finance System, Expense Trackpro Management System, Claims Software, Database Server - Claims Software, Mitel Audio and Web Conference Server, Techinfo Call Center Solution, Opentext 16 Channels based (FOIP) Fax Server, E-Meditek Web sites, and other in-house applications.

Results

Server consolidation- Virtualization allowed E-Meditek to consolidate its 40 physical servers down to just 4 physical servers, which has resulted in savings in cost and datacenter space.

Reduced disaster recovery test times- With VMware SRM, the disaster recovery tests are easy and time saving, and have greatly reduced the time to conduct audits.

High availability for business-critical applications- The high availability feature within vSphere and VMware SRM has greatly improved business continuity and resilience capabilities by eliminating planned downtime for routine maintenance issues and reducing application downtime in the event of a server failure.

Hardware cost savings- Savings of more than 50 percent in provisioning new servers over a year.

Next Steps

Pleased with the success of virtualizing most of their critical applications, E-Meditek now plans to move their e-mail application server to the virtualized environment.