



Metavante Healthcare Payment Solutions

Consolidation and Reliability

Business Value

- 25 percent reduction in server count
- 25 percent increase in customer base with no increase in IT spending for new servers
- Server deployment from one month to one week

Executive Summary

With annual growth of 35 to 40 percent, Metavante Healthcare Payment Solutions needed to upgrade its data center infrastructure to maintain market leadership. The company evaluated solutions from several leading vendors and chose PAN Manager® Software by Egenera® for its unique virtualization capabilities. PAN Manager has demonstrated quantifiable improvements in availability, performance, flexibility, management, and cost savings.

Business Challenge

It was September 2004 and Metavante Healthcare was entering its busiest time of year—open enrollment—when transactions skyrocket to 16 times the normal rate. On top of that, business had been growing at 35 to 40 percent annually, driving volumes still higher. Meanwhile, Metavante had a data center full of standard Intel® servers running Microsoft® Windows® that couldn't deliver adequate performance.

"Access to our proprietary benefit debit card application—used by third-party administrators, employers and employees to manage flexible spending accounts—is the only thing we sell," explains Metavante's chief technology officer. "And while we're the market leader, that doesn't mean we don't have competition. Staying ahead means delivering better performance, better reliability, and richer features than our rivals."

Describing the limitations of the current infrastructure, he added, "Going into open enrollment, we faced a major challenge. We could get a 10 percent performance increase by tuning the existing servers, but we needed improvement on the order of five to 10 times."

"I was looking for a system designed from the ground up to overcome the limitations of standard servers... We didn't see an architecture like Egenera's from anyone else."

*Vice President and CTO
Metavante Healthcare Payment Solutions*

The Search for a New Solution

With the existing data center approach, the only way to increase capacity was to buy more machines. But management of this physical infrastructure was becoming increasingly cumbersome. IT needed to scale with the company's growth much more quickly and cost-effectively than it could by continually adding servers. Metavante's IT executives believed the answer was a combination of a new server infrastructure based on virtualization technology.

To that end, the team evaluated solutions from several leading vendors. They looked for a system designed from the ground up to overcome the limitations of standard servers. Their goal was to build a pool of processing capacity and decide how best to use it at any point in time. Because PAN Manager relies on a stateless server environment and software to create a virtualized pool of processing resources, Egenera gave Metavante the flexibility it required.

Egenera Benefits

Metavante's Healthcare division is benefiting from PAN Manager in several ways:

High Availability: To ensure high availability under their previous architecture, Metavante was forced to purchase two machines for nearly every application. Alternatively, with PAN Manager, a single server provides N+1 failover for multiple production servers, enabling a 25 percent reduction in server count while safeguarding their 99.5+ percent uptime commitment to customers.

Healthcare

Metavante Healthcare Payment Solutions

Performance Guarantees: Metavante guarantees the performance of its Microsoft Windows-based application by committing to transaction-processing rates in its service-level agreements (SLA). PAN Manager has contributed to their achieving significant performance gains. IT's ability to meet service-level agreements directly impacts Metavante's bottom line. "If we don't meet the SLA, we pay our customers' financial penalties," explains the CTO.

Metavante attributes these performance gains to PAN Manager's intelligent low-latency fabric, I/O virtualization and stateless server environment, all of which contribute to significantly faster cross-server communication than standard networking – a priority for Metavante's database-intensive application.

Utility Computing: Instead of buying more systems, Metavante now accommodates demand spikes by repurposing servers. "We used to have a dedicated rack of equipment for each service," recalls the CTO. "Now, I have a single Egenera system that houses QA, support, email, FTP, and production. To handle increased customer transactions, we can move servers from non-production roles into production in minutes and move them back just as quickly once the spike has cleared." Metavante also plans to use PAN Manager's repurposing capability based on time of day: Servers used for transaction processing during business hours would be converted automatically into reporting systems at night.

Remote Management: Metavante houses its data center infrastructure at NaviSite, a provider of IT hosting, outsourcing and professional services. By virtualizing their infrastructure, Metavante's IT personnel spend a lot less time at the NaviSite facility.

Instead, they have found that there is less physical interaction with Egenera because the system is so much simpler. According to the CTO, an IT administrator using PAN Manager can "select a configuration file, point and click, and in minutes a new server is up and running. And it's all done remotely."

This remote access has freed up IT staff time to focus on projects that add value to Metavante customers. For example, the team is enhancing its production-support environment with more automation and better alarm/alert

functionality. Without PAN Manager, they wouldn't have the bandwidth to make these improvements.

Simplified installation, configuration, and management also mean faster time to market: Compared to the existing servers, PAN Manager slashed the server readiness cycle from one month to just one week.

Cost Savings: Metavante's IT organization is a large cost center. But while the number of clients and cardholders has been steadily increasing, the IT budget has remained flat since PAN Manager was deployed. "The value is in the system—the entire physical infrastructure it eliminates and the management tasks it automates", says the CTO. "There's also the performance and reliability that differentiate us from the competition, maintain customer loyalty and attract new business. Although I can't put a price tag on the importance of maintaining those differentiators, I certainly sleep better knowing that our proprietary platform is running on Egenera."

About Metavante Healthcare Payment Solutions

Metavante Healthcare Payment Solutions, a division of Metavante Corporation, enables health plans, third-party administrators, healthcare providers and financial institutions to support the broad-based adoption of consumer-directed healthcare (CDHC) and improve efficiencies in their business processes. Metavante supports flexible spending accounts (FSA), health savings accounts (HSA), health reimbursement arrangements (HRA), transit/parking and dependent care accounts with a comprehensive, integrated benefit account platform and solution suite. Offering the country's leading benefits debit card, Metavante supports single-card, multi-account electronic access to benefit accounts and auto-substantiation of benefit account transactions. Metavante's retail and employer-sponsored HSA solution, complete with investment functionality, supports online or group enrollment, enabling employers and financial institutions of all sizes to offer HSA programs. Metavante also offers combination medical eligibility/payment cards, claims payment distribution services, provider billing presentment and payment services, and medical remittance processing.



East Coast Headquarters
Egenera, Inc.
165 Forest Street
Marlboro, MA 01752
U.S.A.
Main: 508-858-2600
Sales: 508-858-3600
Fax: 508-481-3114
www.egenera.com

West Coast Headquarters
Egenera, Inc.
5201 Great America Parkway
Suite 446
Santa Clara, CA 95054
U.S.A.
Main: 408-748-1100
Fax: 408-748-1101

Europe/Middle East/Africa
Egenera Ltd.
2nd Floor Titan Court
3 Bishop Square
Hatfield AL109NA
United Kingdom
Voice: +44 (0)1707 226097
Fax: +44 (0)1707 226197
www.egenera.com

Asia Pacific Headquarters
Egenera, K.K.
Shinjuku NS Bldg. 6F,
2-4-1 Nishishinjuku,
Shinjuku-ku
Tokyo 163-0806 Japan
Voice: +81-3-5321-7157
Fax: +81-3-5321-7158
japan.egenera.com