



HEALTH CARE

NEED: Timely access to patient information in order to provide quality service to BCBS customers

SOLUTION: BCBS previously relied on manual notification processes that could take hours. This time has been reduced to under a minute. TelAlert helps BCBS consistently meet strict SLAs and maintain business uptime.



Blue Cross/Blue Shield Maximizing Uptime

"With TelAlert, problems with our machines are fixed before users even notice anything is wrong."

- Thor Ballard
Systems Programming
Specialist
Blue Cross Blue Shield of
North Carolina

Keeping systems running effectively and maximizing uptime help avoid the strict financial penalties that can be incurred for not meeting the terms of your service level agreements (SLAs). In addition to the competitive edge that comes with optimal systems performance, the ROI benefits of TelAlert are quickly and clearly realized as proven by customer Blue Cross Blue Shield of North Carolina (BCBS).

Historically, BCBS had manually deployed technicians whenever problems arose, referring to contact lists and schedules to find someone who was available and qualified to address each particular problem as it came up. When every second counts, this time-consuming process was inefficient and subject to delays and miscommunication.

More than 100,000 warning messages have been sent since TelAlert was installed - messages containing detailed information that helps the administrator correct potential problems before server crashes occur.

If a response is not received or the problem is not resolved within the designated time, TelAlert escalates the message. BCBS of North Carolina now credits TelAlert for helping them meet strict SLAs and maintain business uptime.



TelAlert is the only mission-critical alert management system that reaches beyond IT to serve the entire organization. Our solutions address every organization where interruptions in essential business functions must be managed promptly in a systematic and planned way to avoid or eliminate negative impacts. TelAlert's 25 years of leadership in this field and its established customer base across all industries and government sectors offers a mature and state of the art solution to meet the needs of its customers.