



## DTS Customer Case Study

### Systems Analysis

#### **Need:**

A leading healthcare insurer based in Michigan needed assistance to design and develop a benefits configuration system.

#### **Solution:**

DTS staff provided systems analysis, design, development and testing services for the Benefit Configurator Rules Engine that allows benefit analysts to create benefit packages tailored to the needs of their clients. Our staff also revamped the NASCO claims processing system in order to facilitate processing BlueCard Host claims and introduced some automation in generating the NASCO version of the claims rules.

DTS staff was responsible for Conceptual System Design (CSD), facilitating cross-functional meetings with business leads to capture and review requirements, designing the solution and developing Technical Design Documents (TDD). Our staff led 2 teams (3 developers each) and managed team tasks and deliverables such as System Architecture Document (SAD) and Technical Design Documents (TDD). DTS staff developed test strategy and generated test cases for UAT (User Acceptance Testing) and SIT (Systems Integration Testing). Our staff coordinated SME (Subject Matter Experts) knowledge transfer meetings, as well as ensuring all BRD (Business Requirement Documents) were met. Our staff worked with the Program Director, Technical Delivery Manager, and Project Managers to ensure all time lines were met and to identify risks, issues and assumptions.

#### **Benefits:**

Successful delivery of Benefit Configuration engine that significantly reduces the time required for benefit package creation and provides greater flexibility in creating packages that meet client needs.

**If you would like to know more about this case study or DTS capabilities, please call (248) 432-2611 ext 101 or email: [stalluri@dts-it.com](mailto:stalluri@dts-it.com).**