

PROJECT CASE STUDY:

ENHANCING FEDERAL EMPLOYEE SUPPORT AT CLIENT

CLIENT OVERVIEW

Client, a leading health insurance provider, serves over three million policyholders, including a significant number of federal government employees through the Federal Employees Program (FEP). Ensuring operational efficiency and high customer satisfaction is a key priority for the organization.

PROJECT SUMMARY

ZTSI partnered with Client to enhance the Federal Employees Program (FEP) by optimizing operations, integrating Agile methodologies, and implementing DevOps processes. With 50 systems supported and a team of 4,800 employees dedicated to serving policyholders, BrioTech provided specialized expertise in Salesforce customization, integration, and security enhancements to improve productivity and streamline workflows.

PROJECT SCOPE AND OBJECTIVES

SCOPE OF WORK:

- Resource Management: Overseeing 88 resources across three key Client locations.
- Salesforce Customization: Developing tailored solutions to meet the specific needs of federal employees.
- System Integration: Ensuring seamless connectivity between Salesforce and external platforms.
- Security & Efficiency: Implementing DevSecOps best practices to safeguard sensitive data and enhance system performance.

OBJECTIVES:

- Improve operational efficiency through Agile and DevOps methodologies.
- Optimize Salesforce platform to deliver customized solutions for federal employees.
- Ensure seamless system integration and third-party object maintenance.
- Strengthen data security and process automation for enhanced reliability.

SOLUTIONS IMPLEMENTED

AGILE & DEVOPS INTEGRATION

- Adopted Agile methodologies to enhance collaboration and accelerate project delivery.
- Deployed DevOps processes to automate workflows and improve deployment efficiency.

SALESFORCE CUSTOMIZATION & INTEGRATION

- Developed bespoke Salesforce solutions tailored to the unique needs of federal employees.
- Successfully integrated external systems with Salesforce to improve data flow.
- Maintained third-party custom objects with advanced technologies including:
 - Apex

- VisualForce
- Lightning Components
- SFDC APIs

SECURITY & COMPLIANCE ENHANCEMENTS

- Utilized the Lightning Component Framework to enhance user interface and experience.
- Implemented Salesforce Lightning Design System and jQuery for system efficiency.
- Strengthened security protocols through DevSecOps best practices to ensure compliance and protect sensitive policyholder data.

KEY ACHIEVEMENTS & IMPACT

OPERATIONAL EFFICIENCY & COST SAVINGS

- Improved workflow automation, reducing manual effort and enhancing employee productivity.
- Optimized Salesforce workflows, increasing process efficiency by 30%.
- Reduced system downtime through proactive DevSecOps monitoring.

ENHANCED CUSTOMER EXPERIENCE

- Delivered customized solutions ensuring federal employees received seamless support.
- Improved data accuracy and accessibility, streamlining policyholder interactions.
- Provided real-time data analytics, enabling better decision-making for Client stakeholders.

CONCLUSION

Through strategic resource management, innovative technology solutions, and a commitment to excellence, BrioTech has successfully optimized Client's Federal Employees Program (FEP). By leveraging Agile development, DevOps automation, and robust security frameworks, we have enhanced service delivery, system reliability, and customer satisfaction. Our continued partnership with Client reaffirms our ability to provide scalable, customized, and high-value IT staffing and solutions to support mission-critical operations in the healthcare sector.

WHY ZTSI?

- Industry-leading expertise in IT staffing and managed services.
- Proven success in Salesforce integration and system optimization.
- Commitment to security, compliance, and operational efficiency.
- Dedicated offshore and onsite teams for cost-effective, high-quality service delivery.