

Noridian Mutual Insurance Company

OpCon helps Noridian add new business without adding IT staff.

Overview

Noridian Mutual has used OpCon, powered by SMA Technologies, since 1998. It provides healthcare coverage to 75 percent of North Dakota's privately insured population. It also handles administration for more than 50 million Medicare claims each year for the U.S. government in 13 states, and administers the new national healthcare provider identification registry in all 50 states.

Efficiency is one of the keys to Noridian's success and the cross-platform compatibility of OpCon is one of the keys to its efficiency. It lets the IT department add new business without adding staff.



Insurance company offering solutions in insurance to the residents of North Dakota.

- 1,300 Employees
- \$7.5 Billion Revenue
- Processes 50 Million claims each year across 13 states.
- Provides healthcare coverage to over 75% of North Dakota's privately insured population.

CHALLENGE	SOLUTION	BENEFITS
Complex environment with two Unisys mainframes; IBM z/OS mainframe; 300 AIX, Unix, Linux, and Windows servers	OpCon™ supports every platform in commercial use and most legacy systems	Noridian can manage many of its critical processes from a single point of control, greatly increasing efficiency
Human operators controlled 800+ processes per day, leading to an unacceptable rate of human error	OpCon™ rarely needs intervention because it can recognize and respond to a variety of issues using pre-define procedures	Event-driven automation minimizes human intervention and ensures jobs run accurately, avoiding out-of-sequence errors
Needed an automation system that could integrate new technologies without rendering programming and hardware obsolete	OpCon™ supports new technologies and boasts rock-solid stability in its new releases	Noridian doesn't have to worry about adopting new technologies

“OpCon proved so efficient that our operators have more time to take on more work”

Kim Mehlhaff, IS Operations Manager



“We Couldn’t Run Without OpCon.”

Noridian covers close to half a million people. Its growing product line includes one of the most efficiently run Blue Cross/Blue Shield plans in the country. Administrative expenses average less than nine percent. Its industry recognizes Noridian for performance, quality, service, and customer loyalty.

Running more than 800 jobs a day around the clock with intricate cross-platform dependencies would be enough to tax even a huge staff of operators. OpCon handles the task easily and flawlessly, taking just milliseconds between jobs. “OpCon proved so efficient that our operators have more time to take on more work,” says Kim Mehlhaff, Noridian’s IS Operations Manager. “Over the years, OpCon has helped us grow our business without adding additional staff. Today, we have grown so complex and so large, that our business literally couldn’t run without OpCon.”

Personal Support From Programmers Who Developed the Product

Although Noridian rarely needs support, it appreciates SMA when it does. It has access to the programmers who developed OpCon. “SMA’s people know what we’re running. They know what we’re running it on. They know us. And they know their product,” says Mehlhaff. “SMA support is great.”

Ability To Influence Future Product Releases

Since its partnership with SMA began, Noridian has made suggestions for features and functions it would like to see in future releases of OpCon. “Unlike some larger suppliers we have dealt with, SMA has been very responsive,” says Mastre. “Its developers have been able to accommodate us and make our lives a lot easier.”

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Kim Mehlhaff, IS Operations Manager

The Universal Remote: Crucial In Disaster Recovery

When Noridian’s main data center flooded one year, OpCon helped get it up and running again in record time. The OpCon log showed the last job run before the data center went down.

When data operations resumed, processing simply resumed where it stopped, with no jobs missed or run out of sequence. In previous emergencies, the IT staff had to pull in application developers to document and test dependencies between jobs before normal operations could resume.

Now, OpCon plays a crucial role in the company’s disaster preparedness. Each year, Noridian tests the company’s ability to run data operations from alternate sites in case the primary center is knocked out.

“OpCon is critical for business continuity,” says Mastre. “If OpCon went down, our business would be severely impacted. Our batch cycle would be almost impossible to run. OpCon is one of the most important pieces of software we have.”