



A Portal to Enhanced Productivity

Challenge

Highmark's internal IT organization develops and supports the company's web portal, which serves plan members, employers, and sales agents. Recently, the IT team was tasked with improving the portal's login and registration processes for users, as well as adding features including a coverage selection tool and secure email capabilities for users outside of the company's firewall. In addition, Highmark's Plan Administration team required visibility into accounts from past and cancelled clients for gathering data useful for marketing planning.

Highmark's IT team had an ambitious project list—and a limited amount of time. To find the additional resources it needed to complete these projects on time, Highmark turned to Mastech.

Solution

Mastech delivered a team with expertise in Service Oriented Architecture (SOA) and Java, J2EE, and Oracle applications to help Highmark accelerate its project. Working side by side with the Highmark IT team, Mastech consultants developed a highly flexible SOA solution that provided the scalability and agility that Highmark needed. The company's new Global Infrastructure Login and Registration solution enables Highmark to quickly and easily implement registration changes in response to changing market requirements, as well as the ability to analyze outcomes. A new Global Infrastructure Employer Portal also opened the door to data from cancelled accounts that was previously inaccessible.

About Highmark Inc.

Highmark Inc. is a leading health insurer in Pennsylvania dedicated to providing access to affordable, quality health care. Based in Pittsburgh, Highmark serves 4.8 million people through the company's health care benefits business. The company is an independent licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans. For more information, visit www.highmark.com.

For more information about Mastech services, visit www.mastech.com.

Mastech Expertise

The Mastech team provided expertise in the following areas:

- Java
- Java Mail
- J2EE
- JMS
- EJB
- Struts
- Tiles
- Oracle
- JSP
- BroadVision Portal
- Hibernate
- Rational Application Developer
- Rational Modeler
- Harvest
- ClearQuest
- SQL Navigator
- UML
- Java Script
- HTML
- XML
- PL/SQL
- JDBC
- JUnit
- Windows XP
- Unix
- WebSphere Application Server