

WellCare Accelerates Big Data Transfer and Improves Analytics with Attunity Replicate

About WellCare

- Leading provider of managed care services targeted to government-sponsored healthcare programs like Medicaid and Medicare, as well as health plans and prescription drug plans
- Fortune 500 company (NYSE: WCG) serving approximately 2.8 million members nationwide
- Based in Tampa, FL with more than 5,000 employees

The Challenge

Like most companies, WellCare had been using large database systems including Oracle, MS SQL Server, and MySQL to run its operational and analytical applications. These systems supported a wide range of data sets - clinical members, claims, demographic info, operational decision support, pricing, and more.

The rapid growth in data volumes was putting increased stress on these mission critical applications, which resulted in delayed availability of data for analytics. The company was making decisions on dated information. They wanted more and improved analytics that would allow them to respond faster to the changing healthcare landscape.

The increase in data volume and variety required WellCare to modernize their infrastructure with new platforms like Hadoop. It also drove the need for more agility and performance in data integration and the way that data was made available for analytics. Traditional script-based, manual, and resource-intensive ETL approach for data integration no longer met their business needs.

As WellCare started out on their Big Data journey, they needed to overcome the following challenges:

- **Time-to-insights:** The analytical pipeline included multiple sets of processing queries. Reporting queries were taking up to 30 days to run and other processes were taking multiple days to run.
- **Real-time data for analytics:** WellCare was using batch-oriented traditional ETL tools to ingest data into its analytical platforms. They did not have access to latest data in real-time, to feed their analytical queries; hampering the quality of analytics.
- **Scalability:** For several years, the IT team saw servers, processors, storage, and memory requirements continue to grow. There was increasing stress on mission critical applications, databases and performance. WellCare knew that traditional database and data warehousing approaches would not continue to scale, and they would need to be supplemented with a platform like Hadoop.

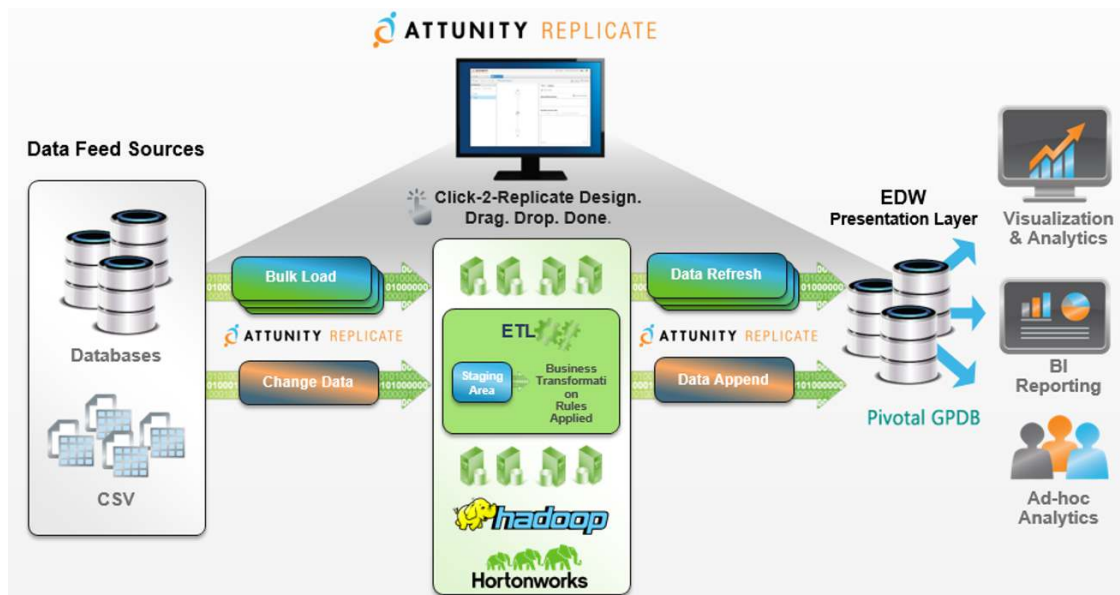


So, the WellCare team set out on a journey to address their challenges and set new goals for themselves in the process:

- Delivering near-real-time data to improve value of analytics
- Implementing a solution quickly, eliminating various older ETL systems
- Moving data quickly and efficiently with change data capture as well as full data-set loads
- Ingesting high volumes of heterogeneous data into Hortonworks and Pivotal Greenplum
- Enabling a Big Data analytics project across the enterprise including clinical/member info, demographics, and operational data to fuel decision support

The Solution

With the help of Attunity, Hortonworks, and Pivotal, WellCare built a foundation for agile and scalable analytics that deliver fresh data and high performance while reducing impact on their production systems. The result enabled real-time reporting and analytics that WellCare uses for regulatory needs as well as gaining a competitive advantage. WellCare used Attunity Replicate to ingest data quickly and in real-time from its SQL Server and Oracle systems into an Hadoop cluster based on the Hortonworks Data Platform (HDP), and from Hadoop to a Pivotal Greenplum database to support reporting and analytic workloads.



Results

- Enabled near real-time data feeds that have dramatically improved analytics
- Accelerated reporting schedules by 73% (from 30 days down to 8 days) for better, more accurate operational decision making
- Increased the agility to implement data feeds quickly and with less resources
- Improved data availability and accuracy throughout the enterprise to support decisions on future healthcare planning for members, while ensuring that WellCare is in compliance with ACA and other state and federal regulations
- Helped land the Hortonworks HDP Data Lake, estimated to save millions over a three-year period