NetApp Infrastructure Supports Seamless Transition to Working from Home for 10,000 Blue Cross NC Employees and Contractors

BlueCross BlueShield of North Carolina

PROBLEM SOLVED

This insurance provider needed to protect employees and contractors during the COVID-19 outbreak, while maintaining services to members who needed timely and accurate processing of healthcare claims.

CLIENT OUTCOMES

NetApp has helped Blue Cross NC build a proactive, responsive data fabric that has seamlessly supported a work-from-home strategy in a time of national emergency.

10,000
EMPLOYEES AND CONTRACTORS

7,000
CONCURRENT VPN CONNECTIONS

SERVING
3.8 million
MEMBERS

■ NetApp®

> ## "The Blue Cross NC member doesn't care if the person they're talking to is at home or if they are in the office, as long as their needs are being attended to. We've been able to have the same high level of consistency and rapport with our members during COVID-19 as before."

Petar Bojovic, Director of IT Infrastructure at Blue Cross NC

A 2019 infrastructure "reset" pays off during the 2020 crisis

Moving from a managed service provider to an in-house data infrastructure was a massive undertaking for Blue Cross and Blue Shield of North Carolina (Blue Cross NC). Completed in 2019, the move involved two data centers and off-site cloud investments, and used NetApp® all-flash hardware, NetApp StorageGRID®, and NetApp ONTAP® management software.

The investment was timely, because the COVID-19 outbreak required transitioning the workforce to working from home. Most of those employees were working on the primary customer service application for managing claims. VPN usage jumped from about 1,000 connections to well over 7,000 connections.

The ability to shift operations quickly has meant uninterrupted services that included providing COVID-19 education, waivers for testing, and prioritization of related claims. The continuity of services has helped Blue Cross NC stay in the fight.

"From a technology perspective, COVID-19 has been a non-event," Bojovic said. "If this was two years ago, we would have been in a lot of pain—a lot of struggle with having poor infrastructure, poor response, and not enough capabilities to support that."

SOLUTION COMPONENTS

NETAPP PRODUCTS

NetApp AFF

NetApp StorageGRID with FabricPool

NetApp Cloud Volumes ONTAP

NetApp Trident

NetApp OnCommand® Insight

NetApp Cloud Insights

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