PAST PERFORMANCE — CAREFIRST BLUE CROSS / BLUE SHIELD (INFRASTRUCTURE & OPERATIONS)

Industry	Healthcare
Name of Contracting Activity	CareFirst Blue Cross/Blue Shield
Contract Number	UHS Integration
Contract Type	Time and Materials
Total Contract Value	$1,700,000.00
Project Officer	Director - Call Center Applications Development & Support

Project Description

- CAEI evaluated scope, goals and progress on and aggressive 24 month integration project that was significantly out of scope and over budget.
- CAEI provided Business Analysts with a tremendous depth and breath of experience and skill sets to ensure project was redefined and managed to avoid delays and scope creep previously caused by combination of complexity and unique cultures at each firm.
- Managed integration of all client data across 4 unique, recently acquired firms.
- Designed and implemented universal access to all of its customer's data.
- Managed standardization of millions of records from four 4 previously unique firms.
- Managed Design and implementation of applications that allowed easy web and telephone based access to millions of clients.

Hardware and Software Technologies Used

- Genesys, Empirix (Onesight and VoiceWatch), Opinion 8 Stealth Surve, Epiphany, Virtual Hold, IVR (Intervoice, IBM Direct Talk, Genesys Voice Portal, Nuance Natural Speech). Verint/Mercom Installation and CTI Integration, IVR –GVP, VCS-IPCS Migration Dialogic to IP conversion, Edify, Direct Talk Technical and Functional Design Deployments, Epiphany 6.5.3.6 Integration via AIL Genesys Layer, Genesys Configuration Manager, entire Genesys suite of applications 5xx – to 7.6, (Route Points, External Route Points, ACD Positions, Virtual Queues, Agent Login, Place Group, Switching Offices, List Objects, Agents , Supervisors, Skill Sets, Application-Servers IVR/Config Server/Third Party Solutions/DB Server/ETL/DMA, ETC, CTI Integration, Routing, Screen Pop, Genesys CTI – VTO (Call Director), Frameworks, Reporting, Integration into URS Call Center Routing, Call Processing, Call Handling.
- Hyperion (Historical Reporting, Dashboard, SLA's), Genesys Interaction SDK, GIS

Customer Satisfaction

- CareFirst Deputy CIO stated openly that CAEI's success in delivering this previously errant program on time and under budget created great budgetary savings as well as enabled mergers to take place with minimal impact to insured customers.