



## Foglight® Helps Benefitfocus® Proactively Deliver on Its “Anticipatory Service” Commitment to Millions of Customers

Benefitfocus® is the leader in software and services for the healthcare benefits market, providing software and solutions for both enterprise and consumer applications. By developing cutting-edge technology solutions, Benefitfocus allows consumers, employers and benefit providers to manage complex decisions in an ever-changing healthcare environment. Delivered as a service, these technologies are used by more than 89,000 corporate clients in 26 countries representing approximately 40 million lives.

Enabling the service model for the software is a multi-tenant Java application that lets end-users enroll, view claims, manage billing, and more—all through an easy-to-use self-service process. With explosive growth since its beginning in 2000, Benefitfocus’ success can be attributed to providing anticipatory service to both end-users and corporate clients. Healthcare IT plays a pivotal role in this objective.

### The Challenge

Because its software is used as a service, Benefitfocus must guarantee service levels and ensure positive end-user experiences—or risk cancellations. As millions of users ultimately rely on Benefitfocus’ applications to manage their health benefits, Benefitfocus’ IT department must carefully measure application response time and uptime. After years of using proprietary scripts for its Java applications and Oracle databases, and manual methods for resolving application problems, Benefitfocus decided to take a more proactive and automated approach.

“Benefitfocus is committed to ensuring outstanding customer satisfaction through what we call anticipatory service,” explained Shawn Jenkins, President and CEO of Benefitfocus. “This isn’t just about serving customers when they make a request, it’s about proactively working to understand their needs and anticipate what comes next.”

Benefitfocus extends that pledge of anticipatory service to include IT and application support. “Being able to discover, diagnose and resolve applications issues before end users are affected is fundamental to our application management strategy,” said Jenkins. “But also being able to deliver, guarantee and report on service levels for application uptime and response time is key to helping us measure service quality. Plus, we wanted to increase our understanding of the actual experience of end users to help us continuously improve our applications and better diagnose issues when customers report problems.”

### The Quest Solution

To fulfill these goals, Benefitfocus implemented Foglight to proactively manage its Java applications and Oracle databases, as well as to help optimize the end user experience. Foglight is a robust application management solution that significantly reduces service disruptions and unifies IT to business service goals.

“Foglight provides Benefitfocus with a single, integrated solution for application management that has greatly enhanced our ability to correlate performance across application and database silos,” said Jenkins. “It allows us to guarantee service levels for our global customers and helps the IT team become more strategic in providing anticipatory service. That’s because the team can now discover, diagnose and resolve application issues before end users are affected.”

*“In our world, the end user is the ultimate judge of application performance, and with Foglight we can continue our pledge for proactive, anticipatory service by ensuring our applications meet and exceed customer expectations.”*

—Shawn Jenkins,  
President and CEO,  
Benefitfocus

## Overview

### Headquarters

Charleston, South Carolina

### Services

Software and services for the healthcare industry

### Critical Needs

- Discover, diagnose, and resolve application issues before end users are affected
- Correlate application performance data from end user to database for real-time and historical analysis
- Deliver and guarantee service levels for application uptime and response time, with reporting for key stakeholders
- Better understand the actual experience of end users to improve application and service quality

### Solution

Foglight

### Results

- Reduced reporting time on service level and application performance data to key stakeholders
- Reduced mean-time-to-resolution for application issues from hours to minutes
- Improved ability to manage application changes through real-time and historical analysis
- Reduced time to discover root cause of application issues through session capture and replay

Foglight helps Benefitfocus prioritize IT efforts by identifying which issues are the most significant. "Foglight provides intuitive, role-based dashboards of the managed environment to give us a clear understanding of an application's performance," explained Jenkins. "Meanwhile it offers our IT teams the flexibility to drill-down to very granular metrics on a particular server to quickly diagnose the root-cause of an issue."

### **The Bottom Line**

Foglight has brought countless benefits to Benefitfocus. "With Foglight now in place, Benefitfocus has experienced notable results," explained Jenkins. "First, we have been able to report on service levels and application performance in a fraction of the time it took using previous methods. Also, we have been able to reduce the time to takes to discover, diagnose and resolve applications issues from hours to minutes. With Foglight's correlation and reporting capabilities we can get both real-time and historical analysis to help us make informed decisions and ensure better customer service. We can do live session capture and replay, which enables IT to quickly pinpoint the user session in question, as well as view interactions and page level details."

Jenkins concluded: "In our world the end user is the ultimate judge of application performance and with Foglight, we can continue our pledge for anticipatory service by ensuring our applications meet and exceed customer expectations."

### **About Benefitfocus**

Benefitfocus is the leader in software and services for the healthcare benefits market providing technology for both enterprise and consumer applications. Simply said, Benefitfocus takes the paper out of the process by allowing consumers, employers and benefit providers to manage complex decisions in an ever-changing healthcare environment. Benefitfocus can be reached at 843-849-7476 or via the Internet at [www.benefitfocus.com](http://www.benefitfocus.com).

### **About Quest Software, Inc.**

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest's Foglight® application management solution aligns IT services with end users and the business, resolves problems faster to reduce downtime, and lowers the operating cost of managing applications. Quest Software can be found in offices around the globe and at [www.quest.com](http://www.quest.com).