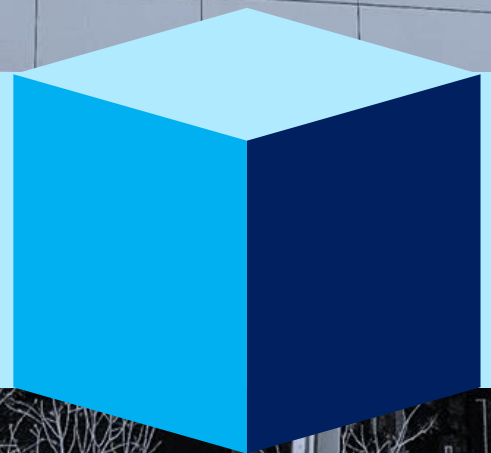


BITMARCK®

Project Report

IT ASSESSMENT AT BITMARCK



Future-proof? Comprehensive review of IT applications



As a managed service provider for the statutory health insurance, the BITMARCK group is driving the digitalisation of the health sector and its customers with innovative products, solutions and services. The basis for this is the standard software BITMARCK_21c|ng. In a comprehensive analysis, Metrics examined the platform for its future viability.

More than 30,000 employees and more than 20 million insured persons in the German SHI system benefit from the IT services of BITMARCK. 85 percent of the statutory health insurance funds are customers of the group of companies. With 1,400 employees, BITMARCK achieves an annual turnover of just under 300 million Euros. At the heart of the ecosystem is the in-house developed software BITMARCK_21c|ng, which can be used to handle all operational tasks of a statutory health insurance scheme.

In 2012, BITMARCK started the development of the future-oriented solution and in 2016, the starting signal was given for the nationwide implementation. The challenge: a lot has changed in recent years; health insurance companies and insured persons have different requirements for the platform: Customer orientation, process efficiency, flexibility, openness and modern user interfaces - can the architecture fulfil these requirements? "We wanted to know whether our system is future-proof and able to meet the requirements of digitalisation," says Andreas Strausfeld, Chairman of the BITMARCK Management Board.

A classic benchmark comparison with an economic focus would have been too short-sighted - after all, the project also dealt with questions of strategy, architecture and orientation. "Finding someone who can compare this environment with the market is not so easy," says Strausfeld. „Metrics was able to analyse the system and point out our strengths and deficits.“ According to Strausfeld, the result that the BITMARCK_21c|ng software is economically, architecturally and technologically sustainable is "the confirmation we had hoped for".

In addition, the project produced a catalogue of recommendations with points such as modularisation, innovation processes and competencies in IT architecture. "However, we do not need to hide from competitors who have built their core system from standard software."

BITMARCK®

Employees / Revenue

About 1,400 / Close to 300 Million €

Project goals

- Analysis of the existing core system BITMARCK_21c|ng with regard to sustainability, flexibility and openness
- Analysis of competencies and skills in the IT team

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„I wanted to know whether we were well positioned regarding to economic, technological and structural aspects.“

Andreas Strausfeld, Chairman of the BITMARCK Management Board

What were the objectives of the project?

We wanted to analyse whether our core system BITMARCK_21c|ng is future proof. The focus was on strategy, orientation and architecture as well as on the question: Are its technological components and our partner systems state-of-the-art? In addition, we analysed our IT team according to competencies and resources – to find areas where we have to train and develop or recruit.

Which challenges did you face?

The goal was not a purely economic benchmark of the application with key figures for throughput, lines of code and function points. I wanted to know whether we were well positioned in terms of scope, i.e. economy, technology and structure. In addition to this broad approach, there was also a very tight time frame with just under twelve weeks between the assignment and the presentation of the results.

Why did you seek advice from Metrics?

It is not easy to compare our constellation with the market. The overall portfolio and the experience of Metrics's team from other industries and client situations was the most comprehensive approach for me. They were able to prove that they had gained sound experience in comparable projects.

What are your next steps?

First, we put the findings from the project into practice. For example, we need to increase our expertise in IT architecture, but also implement new IT components faster and more consistently than planned. We then increasingly integrate external instances into the overall processes. Online, apps and web shops - we are working on digitally integrating the policyholders and healthcare providers such as doctors.

Business Benefits

- Reliable planning in software development
- Analysis of future sustainability for stakeholders
- Precise starting points for technical improvement
- Specific starting points for customer satisfaction
- Assessment of IT skills required for digital change