

XEngine Server Manager

Manage your Distributed XEngine Servers with Ease

Introduction

In a typical health plan's IT production environment, multiple servers and services process millions of data files that continuously move into and out of the enterprise. These files contain data critical to the health plan's operations, such as member updates submitted by employers, eligibility requests and responses, claim messages, and more. When issues arise, the impacts can include delays in processing claims or delays in member enrollment processing resulting in contract non-compliance. Further, delays in responses to eligibility requests may cause non-compliance with ACA Operating Rules.

Many leading health plans rely on the Edifecs XEngine Server to manage all aspects of processing HIPAA and EDI data at the front end of their enterprise. In complex environments, multiple XEngine Server instances are needed to efficiently manage the broad range of tasks required. Each instance can be implemented to serve a specific purpose, such as processing real-time eligibility (270/271) transactions, or managing high-volume HIPAA 837 batch files. For a health plan's IT organization, challenges and risks increase exponentially in a multi-server environment. To meet these challenges, Edifecs offers the XEngine Server Manager to provide enhanced control over a group of distributed and remote XEngine Server instances. It is easy and efficient to manage XEngine Server instances with interactive, real-time monitoring, automated alerts and notifications, and visual analysis tools.

Why Edifecs XEngine Server Manager?

- ✓ Facilitates high-volume data management across multiple XEngine Server instances in multiple locations
- ✓ Improves trading partner satisfaction through efficient and proactive management of the data exchange process
- ✓ Provides holistic, proactive monitoring and management of the system
- ✓ Generates real-time and operational alerts about potential issues to enable swift action
- ✓ Charts key information visually for easy analysis of issues or trends

Capabilities

With XEngine Server Manager, a health plan's IT team can proactively manage multiple servers to maintain optimal performance and gain efficiency across their production environment.

XEngine Server Manager

- Remotely monitors and controls XEngine Server instances through an interactive dashboard to view current system status, manage server functions and start or stop profiles and routes.
- Sends configurable alerts and notifications for key events for proactive intervention, such as a system is down, the average processing time on a particular route is below the identified threshold, data expected at a certain time did not arrive, system resource utilization is approaching the maximum limit, and more.
- Tracks errors, exceptions and events in an alert journal for ongoing analysis and correction.
- Graphs system and business parameters in an easy-to-use dashboard to assess successful or failed tasks, performance metrics, business document throughput, etc.
- Provides management statistics for ongoing performance management and improvement.
- Fits within each organization's unique environment with service packages for technical support, implementation, consulting, training and education.

Benefits

Health plans rely on their ability to exchange electronic data with their trading partners to support virtually every business process from enrollment to eligibility to claims and adjudication. If the flow of data slows down or data loses integrity, revenue and partner satisfaction can be put at risk. Edifecs XEngine Server Manager offers features and benefits, outlined in Table 1 (next page), that enable

IT staff to monitor and control a group of XEngine Servers, respond to issues quickly and efficiently, and perform ongoing analysis.

(continued)

Benefits

Supporting Features

{ Table 1 }

Maintain optimal performance across multiple servers

- Monitors system status across multiple servers, profiles, and routes
- Analyzes issues or groups of issues with combined statistics and issues report
- Provides detailed error information or overall statistics
- Saves staff time by addressing issues early and avoiding rework

Provide outstanding trading partner service

- Uses flexible parameters to proactively notify staff about emerging or potential issues with data flow
- Facilitates quick intervention using customizable thresholds, for example, expected member enrollment data files are not received or files contain errors resulting in volume that is too high or too low
- Avoids calls, and potential contractual penalties, from trading partners by intervening before a potential or emerging issue affects them

Take proactive steps to correct emerging problems

- Provides easy-to-configure alerts or notifications using logical conditions and mask filters
- Generates alerts based on specific system criteria or custom parameters, such as a route went down, a service stopped, and operational alerts about performance degradation or throughput abnormalities
- Stores alerts in the Alerts Journal to report current and previous system status
- Defines notification channels to notify specific groups of users based flexible criteria, such as the type of alert or system affected
- Allows flexible alert and notification timeframes, for example immediately when a service is down or once a day for routine management

Improve system performance and reliability

- Graphs selected system parameters to enable visual identification and analysis of trends and potential threats
- Presents peak values for specific parameters over time to help plan for necessary system configuration or hardware changes

Manage a wide range of system parameters with ease

- Monitors key XEngine Server parameters, including profile, route, and service, as well as overall environment parameters, including CPU usage and RAM allocation
- Enables alerts and notifications across all environmental parameters so that IT staff can proactively intervene as potential issues emerge

Assure system security

- Controls access to the system through user role definition
- Supports LDAP and Active Directory for added security
- Allows built-in security roles to be tied to LDAP roles for easy access and privilege control



Edifecs Inc. is a global healthcare software company committed to improving outcomes, reducing costs, and elevating value of healthcare for everyone. Edifecs delivers the industry's premier IT partnership platform to providers, insurers, pharmacy benefit management companies, and other trading partners. By mobilizing its leading solutions at the front end of the healthcare information pipeline, Edifecs provides a unified platform for partners to flexibly pilot and scale new initiatives using their existing enterprise system. Since 1996, hundreds of healthcare customers have relied on Edifecs partnership solutions to future-proof their leading initiatives in the midst of a dynamic healthcare landscape. Edifecs is based in Bellevue, WA, with operations internationally. Learn more about us at edifecs.com.