Microsoft Gold Partner

Power Platform & Cybersecurity

Humana.®

KiZAN provides Power Platform design and architecture assistance for Humana cybersecurity team

Client Name: **Humana**

In addition to group health insurance and Medicare plans, Humana offers a wide range of products and services such as supplemental insurance plans for individuals, families, seniors, servicemen, servicewomen, and veterans. Humana has ranked No. 3 in its industry — Health Care: Insurance and Managed Care — in Fortune magazine's 2019 listing of the World's Best and Most Admired Companies. Humana ranked particularly well in the areas of innovation, people management, and quality of products/services.

Challenge:

Humana's Cybersecurity and Business Alignment team had been working on Proof of Concepts (POCs) to improve two strategic forms/workflows. Improving these workflows would streamline communication between departments and reduce the number of steps needed to complete each request. Additionally, the Cybersecurity team needed to determine if they could utilize these workflows without Service Now, which would reduce costs for this 3rd party tool.

Approach:

Because of KiZAN's deep experience with PowerApps and Power Automate, Humana engaged KiZAN to assist in the design and architecture of the solutions. KiZAN initiated a review of the current-state POCs with Humana's Cyber Security and Business Alignment teams and analyzed feedback on additional requirements, including the underlying data storage and reporting considerations associated with each application.

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Tactics:

During a five-week initiative, KiZAN developed updated architectures for the Power Apps and Power Automate components within each application, as well as the underlying data storage and back-end connections within the platforms and any related Humana systems. A User Experience (UX) designer provided user interface design assistance at the completion of the architectural workshops and developed creative comp wireframes to illustrate recommended user experience updates to each application.

Results:

This area illustrates how our awesome work helped their business with quantifiable results if they are available or quotes from the customer if they'll give us one. (e.g., accelerated request completion time by 25%, improved efficiency by 50%, saved $80,000...etc.).

Additionally, any metrics that would impress Microsoft are relevant, such as how much this increased their consumption, or how it is leading the client to roll out additional applications or licenses, etc.

Get hands-on with Power Apps and Power Automate with a Power Platform Workshop

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