

CASE STUDY

Monitoring Solution for Claim Processing Failures



OVERVIEW

Neutrino assisted a major hub service provider in the US to achieve streamlined claim file processing and enhanced operational efficiency by implementing a monitoring solution for their AWS Lambda function. This solution enabled proactive error detection, timely notifications, and efficient issue resolution.

CHALLENGES

The hub service provider faced challenges in:

① Unnoticed errors

Errors in claim file processing were often unnoticed, leading to delays in issue resolution and potential impacts on downstream processes.

② Lack of proactive monitoring

The absence of a monitoring solution made it challenging to promptly detect errors and take immediate action.

③ Stakeholder awareness

There was a necessity to promptly notify relevant stakeholders whenever claim file errors occurred to prevent delays in claims processing.

SOLUTIONS

• Configured Lambda Logging

Enabled logging for the Lambda function to capture execution logs using AWS CloudWatch Logs.

• Developed Log Analysis Script

Created a Python script to retrieve and analyze logs generated by the Lambda function, focusing on identifying claim file errors.

• Utilized CloudWatch Logs and Boto3

Interacted with CloudWatch Logs using the Boto3 library to fetch and parse logs for identifying claim file errors.

• Implemented Alerting Mechanism.

Integrated an appropriate alerting mechanism, such as email notifications, into the script to promptly notify stakeholders when claim file errors were detected.

• Automated Execution

Configured the script to run periodically or trigger automatically when new logs were generated using scheduling mechanisms like cron jobs or CloudWatch Events.

RESULTS

The implementation of the monitoring solution yielded the following tangible outcomes

Proactive Error Detection

The implementation of the monitoring solution yielded significant outcomes, enabling prompt identification of claim file errors.

Timely Stakeholder Notifications

Stakeholders were quickly alerted to claim file errors, enabling immediate response and resolution.

Improved Operational Efficiency

Addressing claim file errors promptly resulted in enhanced efficiency in claims processing.

TECH-STACK/ SOLUTIONS IMPLEMENTED

- AWS Lambda: For claim file processing.
- CloudWatch Logs: For capturing execution logs.
- Python Scripting: For log analysis.
- Boto3 Library: For interacting with CloudWatch Logs.
- Email Notifications: As the chosen alerting mechanism.

BENEFITS

40%

Reduction in file processing delays through proactive error detection and prompt issue resolution.

50%

Improvement in stakeholders' response time through timely notifications of claim file errors.

\$100,000

Per Year enhancement in operational efficiency, resulting in significant cost savings.

REMARKS

The monitoring solution implemented by Neutrino effectively addressed the challenges faced by the hub service provider, resulting in streamlined claim file processing, improved stakeholder communication, and significant cost savings.

TESTIMONIAL

“ The automated alerting mechanism provided by Neutrino's solution has significantly improved stakeholder awareness and helped us resolve claim file errors in a timely manner. ”



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