Enables 70 percent of employees to work from home, including contact center staff

Increases employee productivity by 15 percent by eliminating lengthy commutes

Sustains business continuity and improves performance over pre-pandemic levels

Intellicare Continued to Support 1.4 Million Members During Lockdown with VMware

During the COVID-19 lockdown in the Philippines, leading health maintenance organization Intellicare needed to empower its employees to continue providing service to its 1.4 million members.

To help Intellicare maintain business continuity and employee productivity, VMware partner Accent Micro Technologies supported the deployment of VMware Horizon®, VMware Workspace ONE®, VMware vSphere® and VMware vSAN. The solution enabled 70 percent of Intellicare employees to work from home, including contact center staff and claims processing personnel. This allowed continuous service and care for both Intellicare's members and providers during the lockdown.

Providing service during lockdown

When the Philippine government first announced a lockdown in metropolitan Manila in March 2020, Intellicare had only a few days to prepare its more than 1,000 employees for remote work. Its mission to provide quality healthcare to its 1.4 million members made Intellicare's ability to maintain continuous operations even more critical.

"We have several offices in the city and with the lockdowns, the staff cannot go on site to the office. They had to be provided with devices and technologies to work from home," said Melanio Felix "Joel" Garcia, assistant vice president, IT and Communication, Intellicare.

Intellicare

Intellicare is one of the most preeminent health maintenance organizations in the Philippines. Founded in 1995 as Asalus Corporation, the organization provides efficient, accessible and affordable healthcare to more than 1.4 million members, principals and dependents. The organization provides care through more than 43,500 clinicians and enjoys a 90 percent customer retention rate.

INDUSTRY
Healthcare

HEADQUARTERS
Manila, Philippines

ABOUT THE PARTNER
Founded in 1986, Accent Micro Technologies (AMTI) is one of the largest and most diversified information and communications technology companies in the Philippines, providing data center, networking and infrastructure solutions, as well as cloud, security and mobility offerings.

VMWARE FOOTPRINT
VMware Horizon®
VMware Workspace ONE®
VMware vSphere®
VMware vSAN™

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Watch how Intellicare continued with business as usual through the lockdown

Prior to the onset of the pandemic, the HMO used device management software, but it was designed only for mobile devices, not for laptops. For new users outside Manila, the installation process was unsustainable, requiring the IT team to travel to the provinces to install the software manually. And Intellicare was unable to monitor device usage easily.

As the lockdown date approached, Intellicare migrated existing desktops to laptops so that employees could work from home, but it needed a solution to manage these laptops securely and efficiently from a single console.

Securing laptops and delivering virtual desktops

As a trusted supplier of laptop, desktop and other hardware to Intellicare well before the pandemic, AMTI had advised the company to centralize its infrastructure and to virtualize and consolidate its servers, many nearing obsolescence.

The pandemic quickly shifted the organization's priorities to developing a solution to manage mobile devices. AMTI recommended VMware Workspace ONE to help Intellicare unify endpoint management and simplify zero trust security.

"It was right at the precipice of starting work from home, so it was just in time we reached out to AMTI," said Garcia.

AMTI helped Intellicare deploy Workspace ONE to more than 1,000 employees, also delivering lifecycle services by deploying VMware Horizon so Intellicare could deliver virtual desktops efficiently and securely to 400 employees. And AMTI implemented VMware vSAN and VMware vSphere, both running on VMware Horizon, to provide affordable and scalable storage performance.

"Understanding the roadmap of Intellicare allowed us to map certain technological solutions, and Intellicare can comfortably look into the future and be assured by the breadth of the VMware solutions," said Josefino "Bong" M. Paloma, executive vice president, Technology, Sales and Marketing, AMTI. Credentialed with VMware Master Service Competencies also allows AMTI to support Intellicare fully as its trusted advisor.

"Because of the lockdown, all the discussions were virtual," said Garcia. "We're very thankful that AMTI helped us to get on the VMware solutions very, very quickly."

Continue to provide essential services

The IT team at Intellicare has already benefited from the increased efficiency, agility and scalability that integrated VMware solutions provide.

"Most vendors that we have encountered give us products that are not connected." said Garcia. "But with VMware, they work together nicely and gives us the solution we need – vSAN, being the clustering and high availability technology, ensures the VDI (virtual desktop infrastructure) connections are secure and provide the service needed for working from home, all of that secured by Workspace ONE."

The comprehensive solution enables 70 percent of Intellicare employees to work from home with secure access to their work functions through virtual desktops. Multi-factor authentication on Workspace ONE also provides the organization peace of mind that user data is secure.

"Our contact center staff are able to go on as normal, as though there is no pandemic. The truth of the matter is we won't be able to provide the service we're providing now, if not for VMware."

MELANIO FELIX "JOEL" GARCIA
ASSISTANT VICE PRESIDENT, IT AND COMMUNICATION, INTELLICARE

And most important, contact center staff continued to process claims, onboard new customers and renew existing members throughout the lockdown.

"They are able to go on as normal, as though there is no pandemic," added Garcia. "The truth of the matter is we won't be able to provide the service we're providing now, if not for VMware."

With improved business continuity Intellicare now performs even better than before COVID-19. Garcia estimated that because telecommuting eliminates travel time, employees have also become more productive by at least 10-15 percent.

"Before the pandemic, we were having three or four meetings a day. Now that we're working remotely, we have meetings every hour," he said.

Intellicare plans to work with AMTI to expand VMware solutions to all seven of its branches across the country, confident that it will bring more efficiency and agility, especially when responding to the evolving challenges that arise from COVID-19.

"At the moment, we are in the middle of a global pandemic and there are many people who are very worried about their health," said Garcia. "VMware and AMTI have made it possible for us to always be there for our members."

Looking ahead

Intellicare is currently exploring more VMware solutions, including moving from Microsoft Hyper-V to VMware vSphere for its data center, and VMware Site Recovery Manager™ to automate orchestration of failover and failback to minimize downtime and improve availability.

"As we go along, we see the needs that Intellicare has, and we're able to propose solutions that meet those needs," said Paloma. "We're truly on a journey together."

It was business as usual for @intellicare contact center staff as they supported 1.4 million members through the lockdown with #VMware #AnywhereWorkspace.