redhat.

# LOGISTICARE ACCELERATES FLEXIBILITY AND SPEED OF BUSINESS

## LogistiCare

LogistiCare manages more than 70 million non-emergency medical rides every year through its network of contracted transportation companies, mass transit partnerships, mileage reimbursement programs, and independent drivers. Its business has grown over 60% in the last four years. To find a reliable core ride management platform that would keep up with the growing scale and complexity of business, LogistiCare turned to Red Hat. The company implemented a solution based on Red Hat JBoss Middleware, Red Hat OpenShift Container Platform, and Ansible by Red Hat. With this new app development environment, LogistiCare can more quickly add new features and capabilities for customers and partners while also improving efficiency, performance, and operational costs.

### SOFTWARE AND SERVICES

Red Hat® JBoss® BRMS

Red Hat JBoss Fuse

Red Hat JBoss BPM Suite

Red Hat OpenShift Container Platform

Ansible by Red Hat

### PARTNER

Vizuri

*Atlanta, Georgia, United States* ●

**HEADQUARTERS**

### HEALTHCARE, LOGISTICS & TRANSPORTATION

**4,000** EMPLOYEES

### BENEFITS

- Cut app development time to add new features for customers and partners faster

- Gained easier integration with third-party partners and systems, such as the Lyft ride-sharing service

- Increased agent efficiency by 15%

- Reduced operational costs by an estimated US$6 million per year

"*Red Hat leads the market in comprehensive, powerful solutions. They offer a natural fit with our culture and support our future architecture and platform needs. The seamless integration of the solution made choosing Red Hat technologies easy.*"
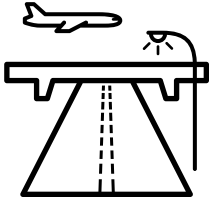
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## LEGACY RIDE MANAGEMENT APP OUTPACED
## BY CUSTOMER AND PARTNER NEEDS

LogistiCare is the largest provider of non-emergency medical transportation in the United States. The company manages more than 70 million non-emergency medical rides for 27 million customers every year through its network of contracted transportation companies, mass transit partnerships, mileage reimbursement programs, and independent drivers. LogistiCare leads this market, but the core application it used to manage rides was increasingly challenged with growing business complexity.

"Our application was designed and developed 12 years ago based on client-server technology," said Michael Quintero, enterprise solutions architect at LogistiCare. "This legacy environment served us very well but, given the growth and complexity of the business, it was beginning to restrict our ability to deliver services."

In addition, after years of updates and modifications, the app contained business logic that made meeting the evolving needs of clients, partners, and service providers increasingly difficult.

"Customers and business partners were always asking for new functionality from the system, and it was taking months to deliver," said Quintero. "To better serve our clients and members, we have to make it easier for people to access our service."

LogistiCare wanted to improve its app to better manage rider eligibility and scheduling, including making scheduling rides easier through more efficient transportation provider selection. In addition, the company needed to monitor rides via GPS tracking—including display of drivers and riders on a real-time map, like other ride-sharing apps—and random checks by field monitors.

However, the app's business processes, rules, and workflows were locked into costly technology from a proprietary vendor. As a result, the app was slow to integrate with the modern technologies and third-party services expected by users. The app's inflexibility also made updating to meet new government regulations difficult.

"The high cost of maintenance consumed a lot of our IT budget, which prevented us from doing necessary modernization," said Quintero. "We wanted a solution that would help us to exceed customers' expectations and rapidly deliver new functionality."

## ENTERPRISE OPEN SOURCE SOLUTION SPEEDS
## AND STREAMLINES APP DEVELOPMENT

LogistiCare sought help from consulting firm Vizuri to find a solution that would help it automate rules-based business processes, scale its IT environment using containers, and ensure consistent releases and provisioning. With guidance from Vizuri, a Red Hat Premier Partner, the company decided to deploy several Red Hat products.

"Red Hat leads the market in comprehensive, powerful solutions. They offer a natural fit with our culture and support our future architecture and platform needs. The seamless integration of the solution made choosing Red Hat technologies easy," said Quintero. "And there are only a few vendors out there like Vizuri with a broad level of skill and demonstrated experience. Their ability to deliver was really a critical factor for us."

*"The beauty of Red Hat software is that it's open. If we want to add new capabilities somewhere, we're not locked in or limited in our ability to go to outside vendors."*

**MICHAEL QUINTERO**
ENTERPRISE SOLUTIONS ARCHITECT,
LOGISTICARE

LogistiCare used technology from across Red Hat's enterprise portfolio to modernize its app processes and establish an agile platform for more adaptive services. The company deployed Red Hat JBoss Middleware—including Red Hat JBoss Fuse, Red Hat JBoss BPM Suite, and Red Hat JBoss BRMS—to:

- Create a microservices architecture to develop applications as independent, modular services.

- Automate end-to-end business processes.

- Define complex rules within each service or process for regulatory compliance, routing, payment processing, and ride scheduling.

- Establish a lightweight, flexible integration platform for creating and connecting application programming interfaces (APIs) quickly.

Additionally, LogistiCare deployed Red Hat OpenShift Container Platform to gain a comprehensive, enterprise-grade container platform based on industry standards, such as docker and Kubernetes. Ansible by Red Hat lets the company automatically manage repetitive tasks using simple, easy-to-understand language.

"The ability to use software to define our infrastructure, such as OpenShift and Ansible, offers an extremely powerful and flexible solution," said Quintero. "We can now be assured that we will always have the right amount of processing power, configured exactly as we need it, when we need it to scale."

## IMPROVED APP PROVIDES SOLID FOUNDATION FOR COST-EFFECTIVE, FAST-PACED BUSINESS

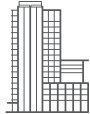### Faster application development

In the past, LogistiCare could not respond as quickly as desired to frequent requests for new features from customers and business partners. With Red Hat technology, the company has accelerated its releases of desired updates and additional features. As a result, LogistiCare's application development and IT operations teams can create and deploy apps with the speed and consistency that business demands.

"We anticipate moving from large software releases quarterly to functional releases monthly, with system refinements happening as often as weekly," said Quintero. "Our IT organization is now a responsive partner with a business focus."

### Improved agent efficiency

More than 3,000 of LogistiCare's 4,000 employees are call center agents. With its Red Hat solution, the company has increased the volume of calls that each agent can handle, resulting in greater agent efficiency.

For instance, customers can now identify themselves before an agent comes on the line. Agents then see a screen displaying this information, eliminating time-consuming initial identification questions to speed service. The app handles scheduling, monitoring, and reporting of nonmedical transportation services, reducing agent interaction times by one minute per call and speeding the process for members to gain access to services.

In addition, the company's previous application took up to eight weeks for call center agents to learn—and due to high industry turnover rate, new agents constantly needed training. With simplified, easy-to-understand business rules provided by its new application, LogistiCare has cut the length of its formal training curriculum to just one week.

### Easier integration with third-party systems

With a microservices-based integration strategy supported by Red Hat JBoss Middleware, LogistiCare can not only better connect its internal systems and resources but also take advantage of systems and APIs from external, third-party service providers. For example, its customers can now schedule rides on demand with Lyft. LogistiCare can book and monitor those rides in real time.

"That capability is a huge service benefit," said Quintero. "If you walk out of a Cleveland clinic on a cold February evening, you can't wait for your ride to show up."

In addition to integrating with third-party APIs for complimentary customer-facing services, LogistiCare uses Red Hat OpenShift Container Platform to take advantage of industry-leading container formats to help its teams quickly create and deploy apps.

"The beauty of Red Hat software is that it's open," said Quintero. "If we want to add new capabilities somewhere, we're not locked in or limited in our ability to go to outside vendors."

### Reduced annual operational costs

With enterprise software from Red Hat, LogistiCare modernized its transportation management application primarily to retain its leadership in the market and grow its business while also improving efficiency. As a result, the company expects to achieve significant savings in operational costs.

### CONTINUED MARKET LEADERSHIP WITH INNOVATIVE APP

After its initial success modernizing its application, LogistiCare plans to continue to use its Red Hat environment to maintain its position as the market leader. Its innovative platform will help the company win bids for new contracts over competitors that lack the same range of services or technology innovation.

"We have everything that large managed-care operations are looking for, like customer self-service and vehicle tracking," Quintero said. "This portfolio wouldn't be possible without the innovative expertise of Red Hat and Vizuri. Together, they make LogistiCare successful."

### ABOUT LOGISTICARE

LogistiCare, a wholly owned subsidiary of The Providence Service Corporation (NASDAQ: PRSC), is the nation's largest manager of non-emergency medical transportation programs for state governments and managed care organizations. Its range of services includes call center management, networking credentialing, vendor payment management, and non-emergency medical transport management. The company maintains a 99% complaint-free service rate while managing over 69 million trips per year for over 27 million riders.

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### ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.

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