



### UnitedHealth Group

#### The Business

UnitedHealth Group is the leader in the health and well-being marketplace, dedicated to making the healthcare system work better. The company directs its resources into designing products, providing services and applying technologies that:

- improve access to health and well-being services;
- simplify the health care experience;
- promote quality; and,
- make health care more affordable.

Through six businesses - UnitedHealthcare, Ovations, AmeriChoice, Uniprise, Specialized Care Services and Ingenix - UnitedHealth Group serves the entire spectrum of health care participants: individual consumers, employers, governments, commercial payers and intermediaries, care providers ranging from hospitals to physicians, and pharmaceutical and medical device manufacturers. UnitedHealth Group operates in all 50 states and internationally.

#### Challenges

UnitedHealth Group engaged Partners Consulting's Solutions Division, (formerly CPSG) to develop and implement an Authentication and Authorization system for its MyUHC.com portal, a website that provides industry-leading healthcare information to their customers in a convenient and efficient way. We would need to be flexible to allow UnitedHealth Technologies to establish unique configurations of the solution for different domains or portals. We would also need to be capable of efficiently handling current membership of 4.5 million members, transaction volume of 175,000 transactions per day, and concurrent user volume of 1,500 users, average, as well as projected growth of 6 million members in 2006.

#### Our Solution

The project team developed a plan to expand the functionality of MyUHC.com by deployment of Sun Access Manager. Partners Consulting worked with UnitedHealth Group throughout the implementation process to ensure that all requirements were met. The project was completed on-time and within the initial budget. The project team also provided a full disaster recovery / failover plan to provide availability 24 hours a day, 7 days a week.

