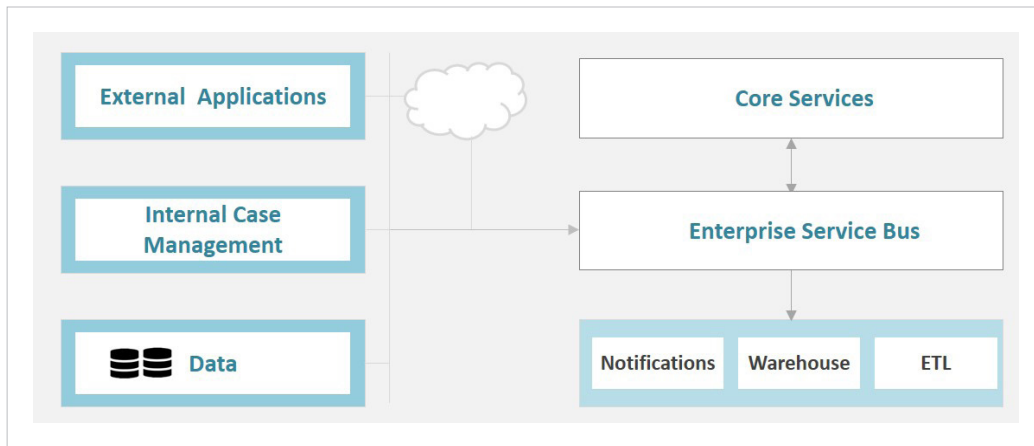# Case Study: Platform Engineering for Benefit and Utilization Management

Client Requirements

Client is a leading benefit management company and has multiple platforms to support operations. CitiusTech has a multi-year relationship with the client across areas including platform engineering, claims data management and analytics, data lake setup and portal development. The client needed to set up a service-oriented, scalable, flexible benefit and utilization management platform which can support the future growth and diversity of applications. Given its expertise in healthcare data warehousing and product engineering, CitiusTech was selected to build the solution.

Solution Design

- Decoupled ingestion topology from distribution topology where Kafka serves intermediary stream broker
- Leveraged micro service architecture where it structures application as a collection of loosely coupled services
- Used Backbase Lean portal solution to create content and portal management system
- Provided data architecture with connected and consistent design that allows for configurable reporting, analysis, and modification

CitiusTech Solution

Requirement Analysis

CitiusTech helped the client in setting up an enterprise service bus (ESB) to communicate with the external applications, support notifications and push operational data for enterprise data warehouse (EDW).

Value Delivered

By partnering with CitiusTech, the client was able to:
- Get a 360-degree view of patient data using configurable interfaces
- Leverage modular approach for communication between internal and external platforms or applications, while ensuring seamless interoperability

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