

Pharmacy Health Care Provider Gains Faster Business Value from Its Data Using Informatica Universal Data Replication Solutions

Organization reduces data reporting latency from more than 24 hours to less than 4 hours; improves speed of reporting, accelerates decision making, and creates a fast, complete return on its data.

FAST FACTS

BUSINESS INITIATIVES

- Accelerate and improve health care decision making across the business
- Drive down the cost of technology
- Increase agility and responsiveness

TECHNOLOGY STRATEGY

Deployed scalable, reliable, and easy-to-configure Informatica Data Replication (formerly WisdomForce Database Sync) solution—a component of the Informatica Platform—to optimize information extraction from Oracle environment and rapid loading to Teradata data warehouse.

“Informatica Universal Data Replication gives our company three key assets: performance, scalability, and ease of use. We can replicate large volumes of data very quickly should we need to.”

— Data Warehouse Architect, Pharmacy Health Care Provider

Timely business intelligence and accurate reporting were a struggle for this organization—a large pharmacy health care provider in the United States. Operational data required for business performance decisions, patient claims, and pharmacy management was delayed by as much as 24 hours, even though the service-level agreement (SLA) often called for data latency to be less than 4 hours. If a way could be found to replicate data within the SLA from the legacy Oracle platform to the Teradata reporting platform, the company could react more quickly to the requirements of its reporting users, deliver a rewarding service experience to health clinic customers, and better support its clients who count on its analytics and reporting needs.

A longtime user of the Informatica® Platform, the health care provider chose Informatica Universal Data Replication™ solutions (formerly known as WisdomForce) over IBM InfoSphere Change Data Capture to optimize information extraction from Oracle to Teradata and synchronize data across the organization. As a result, the company is now able to comfortably meet its four-hour SLA window for business reporting, accelerate decision making, and recoup a fast, complete return on data. The use of Informatica Universal Data Replication (formerly WisdomForce Database Sync) solutions alongside the existing Informatica Platform implementation has also deepened the company's data integration capabilities and expertise to cover operational reporting, active data warehousing, and transaction publishing and auditing.

BENEFITS

- Improved speed of reporting, accelerated decision making, and created fast return on data
- Enabled company to respond rapidly to changing requirements of health care market and end-user pharmacy customers and to the needs of its network of pharmacy locations
- Improved support for payers and patients
- Reduced reporting latency from more than 24 hours to less than 4 hours
- Ensured company met stringent SLAs for internal information delivery
- Extracted data from Oracle data warehouse up to 10 times faster than before

NUTS & BOLTS

- Solution: Data replication to support business and operational intelligence
- Products: Informatica Data Replication™ (formerly WisdomForce Database Sync) and Informatica Fast Clone™ (formerly WisdomForce Fast Reader)
- Source: Oracle Enterprise Edition
- Target: Teradata 13.1

Integrated Offerings Across Spectrum of Pharmacy Care

This large U.S. pharmacy health care provider has integrated offerings across the entire spectrum of pharmacy care, including mail order pharmacy, retail pharmacy, specialty pharmacy, and retail clinics. The company also processes pharmacy claims for Medicare Part D Prescription Drug Plans.

The challenge was to improve the speed of decision making and build a more agile business, tuned to the changing requirements of the health care market and end-user pharmacy customers. Every day, the company captures data relating to more than five million claims; the vast majority of business performance reports were driven through an Oracle Enterprise Edition data warehouse. However, growing data volumes were putting immense pressure on the data warehouse performance. Indeed, some reports were delayed beyond 24 hours, despite the SLA goal being a 4-hour reporting window. The effect of this delay was slower business reporting on everything from patient outcomes and pharmacy audits to advising members about their disease conditions and medication options.

The health care provider decided to retire the legacy Oracle Enterprise data warehouse running on Solaris 11.2 (Sun Sparc) and replace it with a new Teradata 13.1 platform. However, many groups within the company still needed to draw reporting data from the Oracle data warehouse. To support improved operational decision making, the organization therefore needed to efficiently and continually replicate data between Oracle and Teradata. According to a data warehouse architect at the pharmacy health care provider, previous attempts at replication had been inadequate. “We experienced some difficulties reading the Oracle archive logs within the cycle time for extraction, and then writing them to Teradata. There were bottlenecks everywhere,” he explains.

Those lost hours could make all the difference. If the company could replicate the data within the four-hour window, it would be able to respond more quickly to the needs of the company’s critical analysis and reporting needs. The company would be able to offer more agile and rewarding service to its user base through the Teradata warehouse platform.

Rapid Replication and Ease of Use

The answer to this data replication challenge was closer than many in the company had thought. The health care provider has been using the Informatica Platform—including Informatica PowerCenter® with the Data Validation Option, Informatica Data Explorer™, Informatica Data Quality™, and Informatica Application ILM—to provide fast, effective data integration and data quality across almost any datatype, source, or location. A member of the Informatica team suggested that the company look at Informatica Data Replication (formerly WisdomForce Database Sync), a complementary component of the Informatica Platform. The company undertook a trial of IBM InfoSphere Change Data Capture; however, performance did not meet its targets. Instead, integration with the existing deployed Informatica data integration solutions coupled with the rapid replication and ease of use of Informatica Data Replication (formerly WisdomForce Database Sync) convinced the health care company that the answer lay with Informatica.

The scalable, reliable, and easy-to-configure Informatica Data Replication (formerly WisdomForce Database Sync) technology performs optimized information extraction from the Oracle environment and rapid batch-based loading to the Teradata data warehouse. The solution uses log-based change data capture (CDC) to minimize impact on the Oracle source systems and consumes few system resources. Crucially, it can easily cope with the company's transactional volumes without affecting the performance of the source database. "Now that we are using the Teradata reporting environment and can offer guaranteed SLAs, more and more lines of business are asking for reports," says the spokesperson.

The Informatica Universal Data Replication (formerly WisdomForce Database Sync) solution can unload the Oracle tables directly to the destination Teradata system without compromising the performance of the production database systems. Using a highly parallelized distribution of data across different platforms, fast cloning unloads the Oracle database tables significantly faster than Oracle Direct Path, which the company was using previously. Typically, the solution is transporting approximately 30 tables using Informatica Data Replication (formerly WisdomForce Database Sync) and up to 60 tables via Informatica Fast Clone (formerly WisdomForce Fast Reader). The number of columns per table varies between 30 and 350, with many table volumes exceeding 100 million rows per table. "The extraction time from the Oracle database is up to 10 times faster than before," he says.

Transforming Decision-Making Agility and Accuracy

This accelerated, reliable reporting is transforming the company's decision-making agility and accuracy. The company's Analytics and Outcomes team, for example, relies on the timely reporting for its outcomes results and rebate reporting. Some employees use the timely reports for pharmacy audits. Others use the data to advise members on their disease conditions, such as diabetes or other clinical conditions. "Data on our pharmacy members is now replicated every four hours, which means the member information and details of their eligibility for offers are relatively current. We have a more timely record of their needs, preferences, and behavior. And when it comes to marketing campaigns, we have their current profile information and help them in future correspondences," says the company spokesperson.

"Informatica Data Replication gives our company three key assets: performance, scalability, and ease of use," the spokesperson says. "We can replicate large volumes of data very quickly should we need to. In terms of ease of use, the Informatica solution does not require my team to write scripts, as has been traditional with data replication tools, but instead allows us to define our mappings via a graphical user interface and to use the same interface to monitor live processes."

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Learn More

Learn more about the Informatica Platform. Visit us at or call +1 650-385-5000 (1-800-653-3871 in the United States).

About Informatica

Informatica Corporation (NASDAQ: INFA) is the world's number one independent provider of data integration software. Organizations around the world rely on Informatica to gain a competitive advantage with timely, relevant and trustworthy data for their top business imperatives. Worldwide, over 4,500 enterprises depend on Informatica for data integration, data quality and big data solutions to access, integrate and trust their information assets residing on premise and in the Cloud.



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