

Case Study – Medicare Australia’s use of the Captell system

Medicare Australia has been able to reduce costs, improve IT capacity and enhance the availability of services through the use of the Captell reporting system.

“We used the system to understand how money can be saved and services improved, resulting in a stream of benefits for all of Medicare Australia stakeholders.”

Medicare Australia IT Operations Manager

Captell Developments Pty Ltd was established in 2004 to develop and commercialise the Captell system. The system automates data storage and report generation from information collected by proprietary monitoring software packages.

On 23 April 2008 Medicare Australia engaged Captell Developments to audit its storage and application servers to ensure that they were performing at full capacity and were being wholly utilised.

Medicare Australia has a unique relationship with every Australian resident, a large proportion of doctors, pharmacists and other healthcare providers, as well as members of the health IT sector. In order to maintain these relationships, Medicare Australia must collect, store and ensure the protection of a vast amount of sensitive information.

Medicare Australia’s fleet of servers support the full range of the Agency’s work across Australia and the use of the Captell system allowed the Agency to identify its underutilised servers for redeployment elsewhere. It also allowed the Agency to prepare for the IT services procurement re-tendering.

Using the Captell reporting system, Medicare Australia deployed agents to collect and report data on the utilisation, capacity and performance of the fleet. The data obtained helped Medicare Australia begin making decisions on the future deployment of the fleet and getting the best value from the IT infrastructure. The audit also allowed Medicare Australia to reduce costs associated with this infrastructure.

A side benefit from the audit has been the implementation of the basic windows reporting suite, which provides a number of summary documents that identify resources: free disk space, CPU and memory. It also provided application level reports that consolidated all resources in use by a specified application into a single document, fully automating all reports and delivering them through the Medicare intranet.

Medicare Australia IT Operations Manager praised the outcomes of the audit *“The data obtained from the Captell audit provided the basis for future planning, and ensured that best value could be derived from the IT infrastructure and sharper internal processes could be rolled out for capacity management, configuration management and availability management.”*

With the use of the Captell system, the audit took just 32 days to carry out.

“The use of the Captell technology allowed us to utilise the IT infrastructure to better manage the Agency’s changing business needs.”

Medicare Australia IT Operations Manager.

Cleared by:

Geoff Williams
Manager, IT Operations

Graham Gathercole
Executive General Manager, IT Services

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