



POLITEC SUCCESS STORY

CLIENT: HUMANA, INC.

DATE OF EXECUTION:

November, 2000

TIME OF EXECUTION:

2 years

CLIENT'S DEMAND / NEED:

Politec provided remote batch testing support for Humana. As requested and according to an agreed upon schedule, Politec provided the technical support that was needed to log into the Humana mainframe using a standard internet browser program and run a series of batch jobs. In the beginning, it was expected that Politec employees would provide Humana with remote testing Monday through Friday each week unless additional time was requested and approved in advance. The Politec employees monitored each batch job that was run and then document its successful completion in a status report. In the event that the batch job did not complete properly, the Politec employee contacted a Humana on-call person to inform them of an abnormal termination. The steps for resolving the abnormal resolution was coordinated between the Politec employee and the Humana on-call employee.

RESULTS:

Politec provided Infrastructure services to Humana for the duration of the project utilizing Brazilian technical resources and US management support combined.