LogicMonitor

HAMBS Enhances Visibility and Reduces IT Incidents by 50% with LogicMonitor

HAMBS

INDUSTRY
Healthcare

PRODUCTS
LM Envision

LM Cloud

Website monitoring

LM Logs

SOLUTIONS

+ Hybrid monitoring and observability

+ Proactive issue detection

+ Comprehensive visibility

CHALLENGES + RESULTS

+ Reactive incident resolution initiated by patients reporting an issue → Proactive incident prevention

+ Incident resolution taking 4–6 hours → Reduced to under 1 hour

+ Number of incidents per month reduced by 50%

KEY OUTCOMES

More robust customer services and better member experience
through faster incident resolution

Improved customer member portal access
through reduction in downtime

Hospital and Medical Benefits System (HAMBS) is the trusted technology backbone for Australia's private health insurance sector.

As a member-owned, mutual organization, HAMBS is dedicated to enabling the success of its customers, and the wellbeing of the Australians they serve.

Founded in 1991, HAMBS develops, hosts, and manages critical systems that enables claims processing, member portals, and insurer operations. Today, the company supports more than 70% of Australia's private health fund brands, helping ensure smooth, secure, and uninterrupted access to healthcare services across the country. When uptime directly impacts patient care, every second counts.

At its core, HAMBS' purpose is to empower Australia's private health insurers with the technology and operational resilience they need to deliver seamless, reliable healthcare experiences to their members. The company's platforms underpin critical services such as claims processing, member portals, and digital health applications that directly affect the daily lives of Australians. When a health fund member submits a claim, checks their benefits, or a healthcare provider processes a payment, HAMBS technology ensures that the interaction happens securely, efficiently, and without interruption.

HAMBS plays an integral role in sustaining the financial and operational stability of Australia's private health insurance ecosystem. The organisation's ability to maintain service uptime directly supports continuity of insurance operations, and confidence in the broader healthcare system. This mission-critical responsibility drives HAMBS to continually invest in technology that reduces risk, enhances transparency, and enables innovation across the industry.

With private health insurers requiring exceptionally high uptime, even small outages can negatively impact customer experience, brand reputation, and revenue. Delays in claims processing or disruptions to member portals can directly affect health fund member reimbursements and access to services. HAMBS develops, hosts, and operates these critical systems, but its IT team previously struggled with limited monitoring depth, siloed visibility, and a lack of proactive insights —issues that risked both operational efficiency and member experience.

CHALLENGE: LIMITED VISIBILITY AND REACTIVE OPERATIONS

HAMBS' customers are private health insurers who rely on continuous system availability to serve their members. Even brief service disruptions can delay claims, block access to member portals, or stall reimbursements—impacting patient care and trust.

HAMBS' IT team was facing significant challenges:

- Legacy monitoring didn't provide the depth needed across applications and infrastructure.
- Limited correlation between systems, making it difficult to pinpoint the root cause of issues.
- Reactive incident response.
- Lengthy resolution times for complex incidents.

> "We had scenarios where everything looked fine on the surface, but we couldn't see deep enough into the applications to identify problems. Customers were telling us something was wrong before we even knew."
>
> **Daniel Russell,** *Hosting and Cloud Services Manager, HAMBS*

HAMBS needed a smarter, unified way to monitor their hybrid environment—one that could surface issues proactively, simplify management, and help protect critical healthcare systems.

The consequences were far-reaching. Downtime risked delays in claims processing and reimbursements, disrupted member access to portals, and created frustration among insurers and their end users. Internally, teams struggled to stay ahead of incidents. The result was an environment with reactive firefighting rather than proactive service improvement.

These challenges made it difficult to maintain strict SLA requirements. This state of reaction not only threatened SLA compliance, but also impacted Engineers as they spent hours manually correlating logs and metrics without a unified view of their systems. Instead of focusing on innovation and optimisation, much of their time was consumed by repetitive incident management tasks. In the context of private health insurance, where reliability is paramount, these challenges underscored the urgent need for a modern observability platform.

WHY HAMBS CHOSE LOGICMONITOR

HAMBS selected LogicMonitor's hybrid observability platform, LM Envision, to gain a single source of truth across its entire IT ecosystem.

With pre-configured monitoring modules, intelligent thresholds, and AI-powered insights, LM Envision offered the depth and automation HAMBS needed to confidently manage modern hybrid infrastructure—including on-prem systems, cloud environments, Kubernetes clusters, and network devices.

Key capabilities that stood out included:

- Unified visibility across infrastructure, applications, and networks.
- Pre-built modules and tuned thresholds that reduced reliance on manual expertise.
- Automated resource discovery, minimizing configuration time and human error.
- Proactive alerting that enabled faster, smarter incident response.
- Flexibility to monitor modern technologies including cloud, containers, and Kubernetes.
- Unified dashboards and visualisations for early trend detection.

> We don't need to be experts in every technology. LogicMonitor monitors things we wouldn't have even thought of, with thresholds already tuned. That gives us the visibility and confidence to prevent issues before they occur."
>
> **Daniel Russell,** *Hosting and Cloud Services Manager, HAMBS*

> Our customers require very high availability. LogicMonitor helps us identify issues quickly—even ones we might not think to monitor ourselves. That's helped us deliver a more reliable experience and focus on innovation."
>
> **Daniel Russell,** *Hosting and Cloud Services Manager, HAMBS*

The Impact of LM Envision

The impact was immediate and transformative. With LogicMonitor, HAMBS moved from reactive firefighting to proactive control—reducing incident frequency, improving resolution speed, and boosting confidence across teams.

Key Results that HAMBS experienced:

- **50% reduction in incidents** per month, sustained over 4–5 years.
- Incident **resolution times reduced** from 4–6 hours to under 1 hour.
- **Improved SLA compliance** and customer satisfaction.
- **Greater visibility** across infrastructure, applications, and network devices.
- Enhanced confidence and **operational efficiency** across IT teams.

Positive Business Outcomes

With LogicMonitor in place, HAMBS has built a resilient, data-driven monitoring culture. Teams now spend less time diagnosing problems and more time improving services and supporting new initiatives.

This shift has enabled HAMBS to:

- Proactively manage system health and performance across environments

- Strengthen SLA compliance for private health fund customers

- Accelerate innovation, freeing resources for strategic projects

- Enhance customer trust, ensuring reliable access to healthcare systems

> " SaaS vendors often only tell you if something is 'good' or 'bad.' By leveraging logs with LogicMonitor, we can see what's really happening and ensure services are working as intended—especially as we prepare for major releases."
>
> **Daniel Russell,** *Hosting and Cloud Services Manager, HAMBS*

What's Next?

As HAMBS expands its platform and embraces SaaS applications, log data is becoming essential to understanding performance and ensuring reliability. The team plans to leverage LogicMonitor's log ingestion and analytics capabilities to gain even deeper insights.

With this next phase of observability, HAMBS is positioning itself to lead the digital transformation of Australia's private health insurance sector—ensuring reliability, transparency, and trust in every interaction.

ABOUT HAMBS

HAMBS is a member-owned, mutual organisation who has been providing a community-based model for Information Technology (IT), software and compliance for Australia's private health insurance industry since 1991.

For over 30 years, HAMBS has been proudly supporting private health insurers providing end to end solutions for the whole PHI business. From Core platforms to complementary services, advocacy and support, HAMBS provides a suite of solutions to meet the needs of members and customers, enabling them to thrive.

HAMBS provides the platforms and services that underpin member experience and insurer operations, ensuring healthcare continuity, accessibility, and reliability across the country.

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first hybrid observability platform powering the next generation of digital infrastructure. LogicMonitor delivers complete visibility and actionable intelligence across on-premises, cloud, and edge environments. By anticipating issues before they strike, optimizing resources in real time, and enabling faster, smarter decisions, LogicMonitor helps IT and business leaders protect margins, accelerate innovation, and deliver exceptional digital experiences without compromise. For more information, visit www. logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and Youtube.

See LM Envision for yourself.

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