Intellicare is one of the most preeminent health maintenance organizations in the Philippines. Founded in 1995 as Asalus Corporation, the organization provides efficient, accessible and affordable healthcare to more than 1.4 million members, principals and dependents. The organization provides care through more than 43,500 clinicians and enjoys a 90 percent customer retention rate.

**Industry**
Healthcare

**Headquarters**
Manila, Philippines

**About the Partner**

Founded in 1986, Accent Micro Technologies (AMTI) is one of the largest and most diversified information and communications technology companies in the Philippines, providing data center, networking and infrastructure solutions, as well as cloud, security and mobility offerings.

**VMware Footprint**

- VMware Horizon®
- VMware Workspace ONE®
- VMware vSphere®
- VMware vSAN™

**Related Content**

Video
“Because of the lockdown, all the discussions were virtual,” said Garcia. “We’re very thankful that AMTI helped us to get on the VMware solutions very, very quickly.”

**Continue to provide essential services**
The IT team at Intellicare has already benefited from the increased efficiency, agility and scalability that integrated VMware solutions provide.

“Most vendors that we have encountered give us products that are not connected,” said Garcia. “But with VMware, they work together nicely and gives us the solution we need – vSAN, being the clustering and high availability technology, ensures the VDI (virtual desktop infrastructure) connections are secure and provide the service needed for working from home, all of that secured by Workspace ONE.”

The comprehensive solution enables 70 percent of Intellicare employees to work from home with secure access to their work functions through virtual desktops. Multi-factor authentication on Workspace ONE also provides the organization peace of mind that user data is secure.

“Our contact center staff are able to go on as normal, as though there is no pandemic. The truth of the matter is we won’t be able to provide the service we’re providing now, if not for VMware.”

**MELANIO FELIX “JOEL” GARCIA**
ASSISTANT VICE PRESIDENT, IT AND COMMUNICATION, INTELLICARE

And most important, contact center staff continued to process claims, onboard new customers and renew existing members throughout the lockdown.

“They are able to go on as normal, as though there is no pandemic,” added Garcia. “The truth of the matter is we won’t be able to provide the service we’re providing now, if not for VMware.”

With improved business continuity Intellicare now performs even better than before COVID-19. Garcia estimated that because telecommuting eliminates travel time, employees have also become more productive by at least 10-15 percent.

“Before the pandemic, we were having three or four meetings a day. Now that we’re working remotely, we have meetings every hour,” he said.
Intellicare Continued to Support 1.4 Million Members During Lockdown with VMware

Intellicare plans to work with AMTI to expand VMware solutions to all seven of its branches across the country, confident that it will bring more efficiency and agility, especially when responding to the evolving challenges that arise from COVID-19.

“At the moment, we are in the middle of a global pandemic and there are many people who are very worried about their health,” said Garcia. “VMware and AMTI have made it possible for us to always be there for our members.”

Looking ahead
Intellicare is currently exploring more VMware solutions, including moving from Microsoft Hyper-V to VMware vSphere for its data center, and VMware Site Recovery Manager™ to automate orchestration of failover and failback to minimize downtime and improve availability.

“As we go along, we see the needs that Intellicare has, and we’re able to propose solutions that meet those needs,” said Paloma. “We’re truly on a journey together.”

It was business as usual for @intellicare contact center staff as they supported 1.4 million members through the lockdown with #VMware #AnywhereWorkspace.