QA Validation: Improved Processes & Test Automation

The Challenge

The client was using several in-house applications (all designed to handle EDI data) to provide cost-management, pre-authorization and diagnostic-accuracy services to its customers. Unfortunately, the QA strategy for managing the applications (a fragmented group of offshore teams without comprehensive governance) was not functioning effectively, resulting in high costs and an inability to achieve long-term QA goals.

Our Approach

We reduced overall costs, automated the testing processes currently in place and established both short- and long-term QA structures.

Starting with a focus on high-priority applications, the emids QA team analyzed and identified key automation areas. Over 36 months, it automated up to 80 percent of test scripts across various applications. The team also established a QA governance mechanism and set up 'Continuous Improvement Targets' as a model for best practices in engagement.

Value Addition for the Customer

- Consolidated offshore QA operations for all application tracks
- Increased the abilities of the system to manage larger volumes of data load
- Reduced delivery cycle time and maintenance cost
- Established a knowledge management process
- Achieved 60 percent overall time savings, and 75 percent savings in time taken for executing pre-authorization processes

Tech Enabler Capability
QA Validation

Customer Profile
A cost-management services and solutions company providing benefits management solutions to managed care and risk-bearing provider organizations

Services and Solutions Rendered
Establishment of a dedicated QA focus for the client's short-term and long-term objectives, including increased test automation, and a system for functional regression testing and performance testing

emids
experience partnership.

VISIT US ONLINE
www.emids.com

SEND US AN EMAIL
info@emids.com

CALL US
(615) 332-7701

FAX US
(615) 523-2825