QA Validation: Workflow & Personnel

The Challenge

The client's incumbent QA team, based onshore, worked on QA activities within multiple applications. With no documentation available for most applications, the client needed to replace the incumbent team with an offshore team, all without affecting overall service delivery, to lower costs and improve performance.

Our Approach

We moved QA operations from Kanban to Agile methodology, seamlessly transitioning from one team to another while continuing QA operations within the multiple applications.

Emids demonstrated management efficiencies in transitioning operations offshore, ramping up the team to over 100 QA members while transforming the workflow to an Agile testing methodology. Along with restoring a uniform QA governance model for the team (to ensure continuous improvement and to render innovative outcomes), emids established a dedicated Testing Center of Excellence (TCoE).

This personnel and workflow revamp included functional testing, system testing, integration testing, regression testing, test automation, performance testing, security testing and database validation.

Value Addition for the Customer

- Contained spiraling QA cost within two quarters
- Reduced application release cycle time by 20 percent
- Standardized the QA process across the product suite
- Achieved continuous improvement through the TCoE

Provider Capability

QA Validation

Customer Profile

A diversified healthcare benefits company focused on bringing together a wide range of payer-neutral population health management solutions and health information technology capabilities

Services and Solutions Rendered

Personnel and workflow services for a suite of population health management applications

emids
experience partnership.

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