

QUALITEST™

Leading Healthcare Organization Consolidates Legacy Systems for Improved Sales Reporting Achieving 70% Enhanced Engagement

Our Client's data was scattered across multiple legacy systems, resulting in significant inefficiencies and inaccuracies in both sales reporting and customer insights. We helped them improve their customer engagement by up to 70%.



Challenge



Not able to scale our Client's on-premise solution which was reaching end-of-life support.

These updates needed rapid, unique deployments across all environments, straining resources and slowing the process.

Solution



New version was deployed to offer cloud-based options, which was able to scale on demand.

Identify and remove deprecated product functionality testcases from the existing suite.

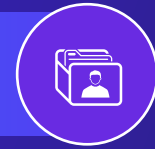
Results



Increased test coverage from 70% to 90% by adding and executing negative and out of box scenarios.

Regression testing time was reduced from 6 weeks to 1.5 weeks, thus saving 75% of the time taken and enabling faster releases in future.

Client overview



Our Client is a leading biopharma giant specializing in developing vaccines and specialty general medicines dealing with both prevention and treatment of diseases worldwide.

They have global R&D centers in the US, the UK, Belgium and Italy.

Addressing scalability and enhancing operations and customer satisfaction

At the start of the engagement, our Client identified several critical challenges that needed addressing to enhance their operations and customer satisfaction. Firstly, the current on-premises version of their platform was not scalable, which limited their ability to grow and adapt to increasing demands. Additionally, this version was nearing its End of Life (EOL) as announced by the platform vendor, meaning that support and updates would soon be unavailable, putting their systems at risk.

Another significant issue is the complexity of their current systems, which is dispersed across multiple smaller applications. This fragmentation complicates testing processes and hinders efficient root cause analysis when issues arise. Consequently, these challenges contribute to a limited feature set available to our Client's customers, as the older platform version did not support newer functionalities that could enhance user experience and operational efficiency.

Furthermore, our Client was facing substantial costs due to drug wastage at sites and depots. The current system's inefficiencies lead to drugs being quarantined and expiring, thereby increasing expenses for our Client and their customers. Addressing these challenges was crucial to improving our Client's system's reliability, scalability, and feature set, ultimately reducing costs and enhancing service quality for their customers.

Bridging testing gaps by expanding beyond basic scenarios



The existing test suite from our Client was limited, as it only covered high-level, happy path scenarios while missing critical negative and out-of-the-box workflows. This gap in testing coverage further exacerbates the challenges we face, as it prevents a thorough assessment of the system's robustness and its ability to handle unexpected or edge-case situations effectively.

The following was implemented:

- One single application to track all sub applications.
- New version to offer cloud-based options, which was able to scale on demand.
- A newer version offered new and improved features of the application.
- AI based predictive modelling algorithms of drug resupply were rolled out, thus saving a huge amount of cost to our Client and their customers.

Qualitest was brought in to test the new version of the application, implement quality engineering best practices and oversee the implementation process. This was planned out in 2 concise phases:

The regression testing phase

- Review of the existing test suite to understand workflows and identify negative and exceptional workflows of the existing features.
- Create test cases for missed functionalities in the current version.
- Create a new version of our Client's platform and perform in-depth thorough regression using the updated testing suite.
- Identify and remove deprecated product functionality testcases from the existing suite.
- Reported crucial defects., feature enhancements, UX flows and being in regular touch with the platform team for bugs fixes and implementations.
- Documentation to uphold standards.

This step saved significant go-to market time as this phase was done while the new features were being planned and implemented by the development team. This involved training the team with existing artifacts to identify gaps and update the regression suite.

New Integrations implementation & Randomization improvements

- Worked with the platform team on new feature demos.
- Understanding use cases in the clinical space with SME's and creating positive and negative workflows. Overall 175+ test scenarios were created and uploaded to ALM.
- Test cases execution in ALM with clear evidence and timestamps captured.
- Worked with the randomization office team on test case reviews and updating them with their inputs
- Provided support to randomization office team members for test cases execution as per compliance requirements.
- Documentation to uphold standards.

Key benefits







- Successful onboarding of the quality engineering team in a short timescale of 3 weeks against a usual timeframe of 8 weeks. This duration included mandatory compliance and product trainings.
- Regression testing time was reduced from 6 weeks to 1.5 weeks, thus saving 75% of the time taken and enabling faster releases in future.
- Increased test coverage from 70% to 90% by adding and executing negative and out of box scenarios.
- Implementation got completed in a record time frame of 5 months, one month ahead of the planned schedule.

QUALITEST

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