



Client Status Quo

- The client is a Sales Enablement Solution Provider for the Lifesciences, Pharma and Hospitals ecosystem. With advanced ERP Systems and MIS in the Lifesciences Industry, the client's solution focuses on boosting the effective use of Enterprise Data for promoting customer relationship systems



Application Overview

- The application is a cloud-based Sales CRM that supports customer relationship management in a structured and dynamic form.
- The key value of the solution is the BI – powered utility which delivers analytical insights to the business users.
- Informative dashboards, complete sales reporting and sales engagement features are key to the application.
- The application can be integrated with the Hospital Management Systems or other Enterprise Systems (complex systems)



Business Requirements

- QA Set up
- Functional Validations of the end-to-end core CRM system
- QA to the custom versions of the CRM for various end-customer requirements
- Data Validations on the BI and Reporting Modules
- Regression



Solution

- Established QA Process with JIRA set up and configurations for Dev-QA operations and Defect Management
- Baselined Application for Functional QA and reference for regression tests across customizations
- Created dedicated Test Plans for Custom Versions of the Application
- Performed Computer System Validations for Compliance (Lifesciences Domain)



Results and Business Value

- Effective adoption of Agile, with 50% test coverage efficiency (50-70 test cases execution competency)
- Subject matter on Computer System Validations: Indium has worked with over 30+ clients in the life sciences domain, hosting the compliance requirements and quality of applications
- Seamless regression capacity for new features/change requests with a tab on release schedules, possible through agile reviews, ongoing estimations and risk impact analysis



Tools

- Microstrategy Platform
- BI



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