

QA Outsourcing



The Client: Our client is a leading specialty healthcare BPO and technology solution provider

Business Requirement



Test the end to end functionality of 8 different healthcare applications



Validate system with Catamaran, Medicare & Medicaid (CMS) guidelines and other general compliances



Required extended arm QA support to manage and coordinate the project across programs / functions



Load test the application to handle 2000 concurrent users

Our Solutions



System was validated for HIPAA (Health Insurance Portability and Accountability Act of 1996) and PHI (Protected Health Information) compliance



Optimized & Scaled up the application to handle 2000 concurrent users



Offered functional, regression (manual), database (Backend Validation) and performance testing.



Covered all negative and positive test scenarios to ensure 100% test coverage



Implemented QA Suite Categorization (Functional | Sanity | Smoke | Regression) & an effective Release Management to support regression cycles.

Business Impact



Zero defect leakage across applications helped our client to reduce technical support cost by 15%



SLA of zero downtime was achieved even during peak traffic



Faster QA Cycle



Set-up QA Process and provided a roadmap for continuous process streamlining



Enhancements to the application were suggested from the end-user's point of view

Technologies: Java & MySQL, SQL 2008 server, .net, C#

Tools : Jira, OpenSTA, TFS, MTM