

# CASE STUDY

Consulting,

Product Re Engineering & Quality Assurance  
for a healthcare technology company  
leveraging automation in payment process  
to physicians.

## ABOUT CLIENT

The client is a healthcare solution provider for physician time tracking and contract lifecycle management solution for hospitals.

## CUSTOMER CHALLENGES

Client's existing platform for contract lifecycle management had prevalent history of chaos post almost all releases. There were issues reported by Customer Service team after every release that had to be addressed urgently.

The inherent reason of these issue was multi-fold,

- 01 Poor SDLC processes
- 02 Incomplete analysis of features/enhancements or bugs fixed.
- 03 Poor QA processes and high-level QA test cases

## OUR SOLUTION

As an Offshore Development Partner, NewVision team proactively introduced following strategic changes in SDLC that lead to Zero defect being slipped to End-Customer,



**Introduction of Agile Scrum Processes** and Practices for efficient monitoring and controlling of planned user stories



Introduced **Shift-Left testing approach** for testing the features/enhancements and **early defect detection**.



Augmented automation regression test suit – **revamped from 150 automated test scripts to 825+ scripts**.



Detailed analysis and discussion on the features/enhancement to better understand the Acceptance Criteria of each user story.



Strong collaboration among team members to ensure each of the user stories are released with **expected quality and timelines**.

## SUCCESS HIGHLIGHTS



**15%**

Increase Sprint Velocity



**100%**

Increase Test Coverage



**65%**

Increase in Customer Satisfaction