



# TESTING & TEST AUTOMATION FOR THE HEALTHCARE INDUSTRY

## Case Study

## ABOUT CARE LOGISTICS

Care Logistics is the leader in patient flow, patient throughput, and patient progression solutions. Care Logistics works with their hospital partners to implement breakthrough approaches to care coordination and throughput efficiency combined with innovative human logistics software. The result: efficient, reliable and predictable operations that dramatically improve productivity, quality, and experience.

## INDUSTRY LANDSCAPE & CHALLENGES

Healthcare accounts for 17.9% of the United States' GDP, offering goods and services for preventative, rehabilitative, and curative care.

Challenges include:

- Need for consistent confidence in quality of delivered applications
- Changing global regulatory standards (HIPAA, FDA, and more)
- Heightening importance of transparency to reduce inaccurate patient progression

## CLIENT CHALLENGES

- No automation experience within team
- Growing manual test repository with increased regression cycle times (3+ weeks)
- Dynamic content and visual attributes, which increased automation script flakiness
- No test ALMs or test automation solution
- Fear of disruption from offshore team

## SUCCESS STATS

- ✓ 100% reduction of manual effort for regression testing
- ✓ 47% automation coverage within 5 month
- ✓ 56% of manual test bed optimized with no impact to quality
- ✓ 3+ week test cycle reduced to <6 Hours
- ✓ 1200 complex regression tests reduced to < 300 scripts

## KMS IMPACT

- Implementing Katalon Studio for test automation streamlined processes and saved time, money and effort. What used to take 5+ members over 3 weeks to fully execute 8000+ manual test cases now takes <6 hours to execute and 1 offshore member to maintain.
- Adopting qTest ALM, ditching Excel, and increasing overall test coverage has boosted quality confidence and reduced post-live defects by >90%.
- Leveraging Mind-mapping for existing regression tests exposed coverage gaps and redundancies so that effective processes could replace ineffective workflows.
- KMS quickly became an extension of the Care Logistics team, seamlessly integrating and ensuring smooth communication.

## CONCLUSION

By implementing test automation and creating an effective testing framework, KMS Technology enabled Care Logistics to deliver an innovative, high quality product that has become a leading solution in the healthcare industry.



**"KMS took the time to get to know our business and has helped us better deliver an end product to customers that encompasses our core company values of progressing care, driving efficiency, and achieving performance excellence. Their expertise in automation has changed the way we test our applications."** — Bill O'Louglin, Director of QA