Automation, Data Services, Testing, and Maintenance

INDUSTRY:
Life Sciences

TIMELINE:
4+ years

greenphire®

As the industry's leading provider of clinical payment and communication solutions, Greenphire's technologies are used across the globe to improve operational efficiency, reduce costs, mitigate regulatory risks, increase subject retention, promote protocol compliance, and produce quantifiable results for their clients. Their flexible technology solutions are customized to meet the specific needs and procedural requirements for each study and user.

CLIENT CHALLENGES

Greenphire was seeking an experienced production support partner to help:

- Reduce the backlog of support tickets and product defects
- Free up Greenphire's in-house engineers to focus on developing innovative new features
- Increase scalability and support capacity, especially with handling support tickets
- Quickly accelerate their data specific capabilities

SUCCESS STATISTICS

2,600+
Manual testing hours saved annually

25,200
Participants supported

54+ Manual testing hours saved per week

16 Global languages supported

110 Payments processed per participant

Support & Maintenance

- Built out a streamlined database to house test cases
- Utilized JIRA to manage the backlog, requirements, design documents, and key decisions
- Added Softserve features to handle end-user issues independently of the engineering team
- Provided support and maintenance for eClinicalGPS and Clincard accelerating releases, developing new innovative features, and reducing post-live defects

Automation

- Integrated the automation suite against containers of the desired code base with Jenkins
- Completed and handed off 109 smoke and regression test scripts for ClinCard and 97 smoke and end-to-end test scripts for eClinicalGPS
- Implemented GitHub to manage all code related artifacts, including automated deployment scripts

Data

- Ensured that all of Greenphire's data needs were met through data warehousing, ETLs, data pipelining, data integrations, and business intelligence
- Designed and supported the production of new reports while improving the performance and value of existing reports
- Helped Greenphire leverage massive amounts of trial payments and experiences data to add additional insights and value to their end clients
- Maintained data integrity

Translation Project

- Enabled the ClinCard product to support 16 different languages, improving expansion and usability into global markets

CONCLUSION

KMS Healthcare helped Greenphire leverage the value of automation to save time and reflect consistent quality for all end users. KMS moved from a single operations team to multiple teams across Greenphire's product suite, fully integrating into a strategic part of their product roadmap.

This new self support model has created a high value functionality for Greenphire in a short amount of time.