

# Software Development



**INDUSTRY:**  
Healthcare



**TIMELINE:**  
6+ years



**ELSEVIER**

Elsevier is the leading provider of global information analytics focused on helping healthcare professionals improve clinical outcomes through evidence-based care. Their products and services help improve practice, encourage broad and deep adoption of exceptional practice guidelines, and promote a quality culture across organizations.

## CLIENT CHALLENGES

- An outdated system led to issues with hiring staff that could work with the legacy technology
- High turnover, coupled with lengthy onboarding and training due to the complex environment
- Increased access to portals when school starts

## SOLUTION IDENTIFIED

Elsevier needed a partner that could:

- Help them modernize in a way that could maintain both their old and new systems.
- Develop a highly available, flexible, and stable platform capable of managing web traffic spikes.
- Align with their strategic staffing ratio of 80% internal and 20% external.
- Cope with changing global regulatory standards.

## SUCCESS STATISTICS

**85%**

Unit test coverage

**90%**

Of tickets tested and resolved  
within 24 hours

**3 Big Applications**

Released on time and under budget:  
CLOT, NCO, and MEDED

## KMS IMPACT



KMS Healthcare developed a brand new web application—MedEd Test—from scratch for both the backend and frontend, keeping over 85% code coverage and 0% duplications for more than 12,000 lines of code.



When Elsevier couldn't scale their internal teams to meet their needs, KMS promptly adapted to the resource requests, ramping up from 5 to 50 people within 3 months.



We wrote unit tests for all the code created by our developers, with over 70% code coverage for apps and over 90% code coverage for the modules.



Our team built an application that could handle influxes of user traffic without defects or crashes. No blocker or critical bugs escaped to production.



KMS quickly became a vendor that Elsevier could rely on to meet HIPAA, FDA, and ISO requirements.



I first just want to start off and say, from the bottom of my heart, Thank You! Throughout the years, we came together as one team to develop a best-in-class Medical Education application. Words cannot say how appreciative I am to every member of the KMS team that made this such a success. I hope everyone is proud of what has been achieved. I knew this team was special. However on the day I had the opportunity to take a step back and go through the app, I was blown away at what this team has accomplished. I never imagined we would develop MedEd Test to be this successful and we owe it all to you.

- Director of Software Engineering

## CONCLUSION

Acting as an extension of their team, KMS Healthcare helped Elsevier modernize their technology and handle a growing customer base. Over the years, KMS has become a partner Elsevier can depend on for quality work that complies with healthcare regulations. The partnership continues to enable Elsevier to scale and evolve in this fast-paced industry.