Offshore Solutions

INDUSTRY:
Healthcare

TIMELINE:
11+ years

CLARIO.

Clario is a leading provider of electronic Patient Reported Outcomes (ePro) solutions and consulting services. Their eCOA platform specializes in helping its customers strategically use patient, clinician, and observer-reported outcomes data to support labeling claims, enhance reimbursement strategies, and meet other clinical program objectives, ensuring clinical trials run smoothly.

CLIENT CHALLENGES

- Clario had an immature testing process, which stretched to 15 days or more, and used paper records to document their testing.

- The testing process was purely a waterfall structure as team members worked in silos and reacted to issues.

- Defects in production were prominent – over 21% of studies released each month had critical bugs reported. And addressing such issues after going live meant productivity loss, compliance documentation, delays, and increased costs.

SOLUTION IDENTIFIED

To overcome the challenges, Clario needed:

- A more agile workflow alongside modern, automated testing tools to drive down test times while allowing for more transparency and accurate documentation.

- Improved testing standards that reduced the number of post-release defects to near 0.

- A highly skilled team of testers that could easily integrate with Clario's developers.

SUCCESS STATISTICS

Over $1.05M
In cost savings each year

36%
Increase in delivery speed

Decreased defect leakage
from **21%** to **0.7%**

50%
Reduction in FDA compliance audit timelines

KMS IMPACT

KMS Healthcare cut Clario's testing cycle durations by over 50%, ensuring a faster time-to-market while expanding delivery capacity. After partnering with KMS, Clario delivered studies in just 9 weeks, compared to the previous 14-week timeline.

Taking Clario's unique needs into account, our tailored solutions ensured confidence in quality by eliminating all post-release defects and allowed Clario to release about 6 additional studies each month.

We used qTest to create a reusable test case library and enable Clario to digitally track the defect lifecycle from discovery to resolution in real-time.

KMS Healthcare helped Clario save, on average, $150K annually in rework and fines and $900K annually in labor costs. With a 58% reduction in manual labor and a 60% reduction in testing effort, Clario had more capabilities to shift focus to bringing on more new clients each month, hence a direct contribution to the bottom line.

CONCLUSION

Since Clario partnered with KMS Healthcare in 2011, the KMS team has pinpointed success criteria for Clario, providing leadership insights that helped their engineering teams grow business capabilities and overall outputs. Through the partnership, KMS Healthcare met all prior and evolving needs of Clario, with the continued goal of producing excellent work and getting life-saving clinical studies completed faster.

kms-healthcare.com