

A photograph of a male doctor with grey hair and glasses, wearing a white lab coat and a stethoscope, smiling and holding a clipboard. He is standing in a clinical setting, looking towards a woman and a young girl who are also smiling. The image is overlaid with a semi-transparent blue filter.

**ALL-INCLUSIVE TEST ADVISORY AND CONSULTING PACKAGE PROVIDED
TO A LEADING HEALTHCARE UTILIZATION MANAGEMENT SOLUTIONS
COMPANY WITH FOCUS ON PRODUCT QUALITY**

CASE STUDY

TEST CONSULTATION FOR PRODUCT QUALITY



Global healthcare utilization management solutions provider improves product quality and test automation processes with Zuci's advisory & test consulting services

PROBLEM STATEMENT

The client is an industry veteran with 75+ years' experience in the managed care market. Their mission is to improve the quality of care and expedite the delivery of critical health care services by advancing and automating utilization management processes.

With numerous test suites and testing activities in place, the client's primary focus is on improving test automation implementation and enhancing product quality.

Having set such quality goals, the client turned to Zuci to identify gaps in their QA and explore opportunities to achieve its goals.

Our QA engineers, as a part of the consultation, carried out interviews and analyzed all the QA artifacts: test maturity, test management capabilities, need for test tools, test traceability, test coverage and offered recommendations for improvements.

BUSINESS GOALS



To achieve 100% release regression target



Maximize overall automation regression coverage to 100%



To implement nightly test automation execution



To have a base setup for the CI process



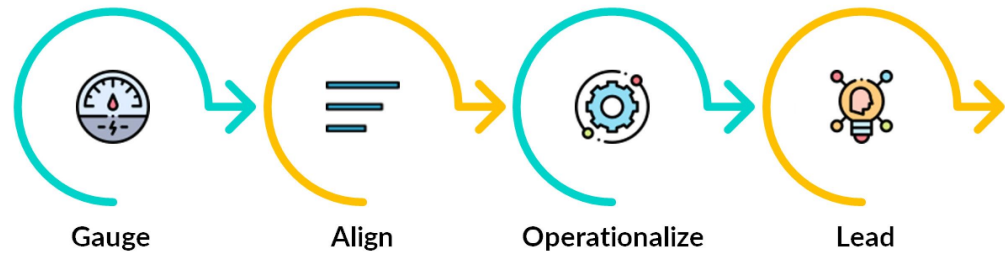
Slash manual QA efforts



Achieve zero defects in production

HOW ZUCI HELPED

To address the challenges, a team of 3 QE engineers got on board. To start with, they thoroughly investigated the solution under test and came up with a 4-step approach:



Acquire basic
product
knowledge

Understand
the existing
test process

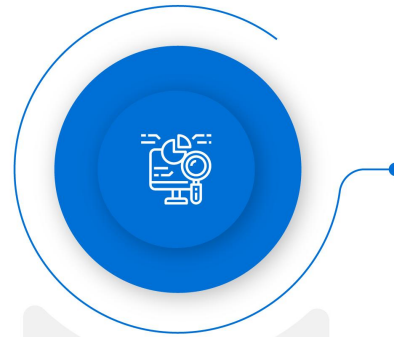
Gather and
analyze test
data

Publish
observations

Create
roadmap

HOW ZUCI HELPED

Consulting activities



Activities

- Analysis of current testing and development process
- Review of test cases and defect logged
- Review test automation framework, scripts
- Analyze customer reported defects
- Analyze past release data and team's pain points



Tools & Techniques

- Discussions with client team
- Test assessment done through questionnaires shared to the team
- Referred QCMS, AIMS and Jira for sample requirements, support tickets and test artifacts
- Gap Analysis

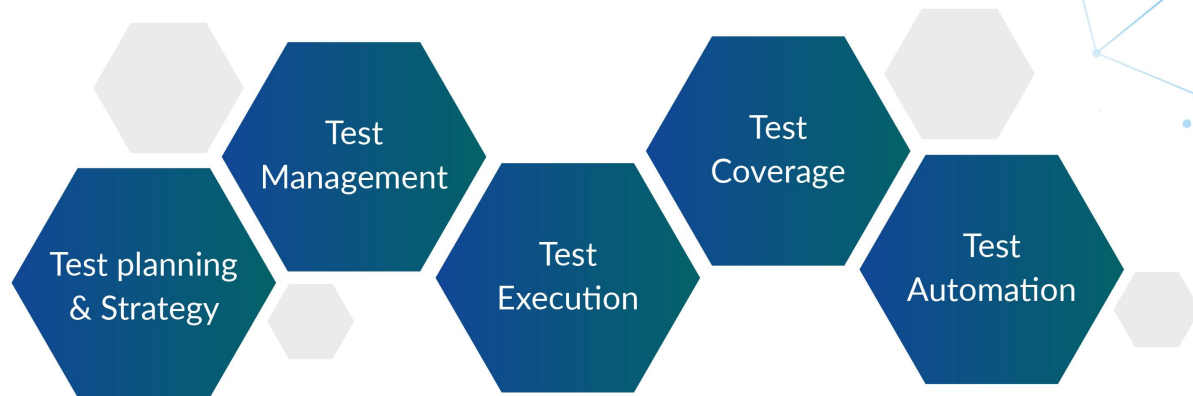


Deliverables

- Weekly status Reports
- Test consulting Report
- Proposed best practices and recommendations

SOLUTIONS

Zuci's team of engineers examined all the existing test activities and processes and came up with the clear-cut assessment & cause and effect analysis of the following artifacts.



The result of this analysis helped us recommend the client team to improve product quality in the priority areas such as,



Continuous test coverage



Automated build validation



Automated regression suite



Measurement & metrics



Release management

QA TECH STACK



UFT



OUTCOME



Helped establish a highly scalable & maintainable test automation framework



Identified quality gaps and provided options to fix them



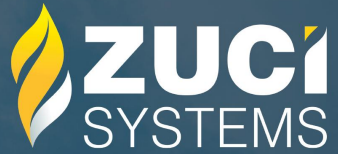
Put together a tailor-made plan best practices to improve the software development process



Key out improvement points to internal tools



Set-up base for CI process



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