

# CASE STUDY

## **IMPLEMENTING A HYBRID QUALITY ASSURANCE MODEL FOR A HEALTHCARE COMPANY**

### **Customer Background**

Our client is the largest provider of information solutions and other critical services for ambulatory surgery centers, surgical hospitals and rehabilitation clinics nationwide, measured by both experience and size of customer base.

With almost 30 years of real world experience, more than 6,000 customers, and the confidence of more than 250 consultants and management companies, the company offers the broadest range of solutions and enhancements available to the industry. Our client's products help address performance issues vitally important to surgery centers, rehabilitation clinics and specialty hospitals so they can focus on quality patient care.

### **Business Challenge**

Over the past few years, our client added a number of leading products and solutions to their portfolio. As a result, when the company needed to complete product enhancements required by healthcare regulations and clients, they had the following challenges:

- Ability to scale with increasing market and regulatory changes
- Working in distributed environment with a growing product portfolio
- Need for a consistent Quality Assurance (QA) process for all product lines.

## Project Solution

SoftServe partnered with the company's QA teams to assess the quality process for existing projects and aligned the following comprehensive approach for all product lines:

- Analyze the QA organization, processes, and tools
- Provide recommendations on tools to be used for QA processes
- Adapt QA processes to SoftServe's best practices and Agile QA approach
- Develop a better structure of the QA organization ensuring the desired level of quality with a distributed team approach

The collaboration resulted in improving product quality by implementing a hybrid QA model. Quality improvement was divided into four areas:

- QA management and test automation tools evaluation and selection
- Quality-baseline of existing products
- Quality improvement and implementation of new and ongoing projects
- Establish testing for SaaS-based products based on Agile testing best practices.

Quality baselining of existing products was designed to address the main quality challenges. SoftServe took the following actions:

- Increased the coverage of products end-to-end business test cases
- Identified the defects missed during functional testing
- Established test automation of post-production functionality

The strategy of a hybrid QA model leveraged SoftServe's best practices from an Agile testing model and applied them to the quality environment at our client company. The main focus was placed on increasing the coverage of the products' functionality by test cases with smoke, functional as well as end-to-end business and regression testing. SoftServe provided extensive coverage through test automation and increased the coverage of code by unit tests performed by developers. The suggested approach ensured that the test automation was introduced from the very beginning of the project life cycle to reduce the amount of regression and trivial defects.

## Business Value

This engagement allowed our client to increase their test coverage and efficiency, reduce defects, and improve the overall quality of their product portfolio. By implementing a collaborative hybrid QA model, our client received:

- A single tool for test management
- Evaluation and improvements for test coverage, automation and planning
- Increased predictability and reliability of product delivery with the highest level of quality.

## ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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