Synoptek®

Independent Testing Services Help a Bioinformatics Leader Improve the Functionality of Their Healthcare CRM Solution

CASE STUDY

Customer: A bioinformatics leader in precision testing and prescribing

Size: 51-200 employees

Location: Indianapolis, IN

Industry: Hospital and Healthcare

Profile: The client specializes in Healthcare Relationship Management, Patient Care, Medical Laboratory, Precision Health, and Precision Medicine.

Services: Independent Testing

Business Need

Founded to improve lives with high-value care, the client has emerged as a bioinformatics leader in precision testing and prescribing. They run a cloud-based CRM platform that organizes live data, including lab results, genomics, and medications to deliver solutions that ensure the right patient gets the right test and the right prescription.

Synoptek had worked with the client in the past for functional automation of their CRM app. However, the client also wanted us to provide testing services to ensure the CRM performs well functionally. They wanted Synoptek to verify the responsiveness of their application across different mobile devices.

Solution and Approach

For the testing requirement, the client partnered with Synoptek and conducted several KT sessions. Through these sessions, we understood their requirement, received test cases and test scenarios from the client, and built test suites accordingly. As part of the testing engagement, we tested their healthcare CRM solution across various aspects:

- Reviewed previous test plans across different functionalities and updated test plan according to new functionalities.

- Conducted different levels of testing including unit testing, functional testing, regression testing, device compatibility testing etc.

- Carried out web application testing and tested the solution end-to-end to check for bugs and issues – before every release.

- Used Browser Stack to perform mobile application testing to check for responsiveness of the application.

- Verified solution across mobile devices of different form factors, OSes and hardware and software configurations.

- Build automated functional testing solution using Selenium and Java script and tested the solution for end-to-end functionality and helped in minimizing the regression testing efforts.

- Tracked functionality behavior of all the old and new inter-dependent modules as well as responsiveness of the website.

Business Results

Using our Independent Testing Services, the client has been able to improve the functionality and responsiveness of their healthcare CRM solution across web and mobile:

- The client is able to provide a seamless CRM experience to users.

- Through functional testing automation, testing efforts have reduced to more than 50%.

"The Synoptek Team worked with us to test the responsiveness of our redesigned website. They did an excellent job in executing test cases and documenting issues. The team also executed exploratory testing outside of our documented test cases that caught several defects. They went above and beyond for us at various times, including working extra hours to meet deadlines."

– Client Product Owner

About Synoptek

Synoptek is a global systems integrator and managed IT services provider offering comprehensive IT management and consultancy services to organizations worldwide. Founded in 2001; headquartered in Irvine, CA, we have offices and resources across North America and delivery centers in Asia.

Synoptek®

19520 Jamboree Road #110 Irvine, CA 92612

888.796.6783

www.synoptek.com