

CASE STUDY

AI-Native Software Quality Platform AIQ Tames **Rapid App Adoption for Healthcare Innovator**

Problem

An established healthcare technology company shipped an innovative application that disrupted how relationships between providers, insurers, and patients work. This new approach to healthcare was wildly successful and accelerated product adoption beyond their expectations.

Solution

The development team quickly met the challenge to scale and advance the app, but the QA team had difficulty adequately testing it across the many environments in which it ran. Their success had thrust them into the top echelon of healthcare software, but the QA function was held back by complex, underperforming processes and antiquated tooling.

To learn more about AIQ please email us at info@appvance.ai

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The Challenge

The skyrocketing growth of their application became a forcing function for the QA team to confront and deal with existing processes and tooling that were not up to the task. Product development was accelerating new features and releases. The application now had to function in a complex computing ecosystem across multiple platforms and regulatory environments. Their existing tooling was hindered by old, brittle Selenium scripts that required arduous maintenance. To address the situation, the QA team resorted to offshore manual testing. Unsurprisingly, this was not sufficient to prevent them from being a bottleneck and delaying releases.

Objectives

This healthcare innovator knew that throwing more resources at the team would not accelerate the QA function or set it up for future success. Instead, they launched an all-out effort to re-think the entire function around a software quality platform that would:

- ❑ Eliminate their offshore manual testing “safety valve,” as it simply did not scale.
- ❑ Provide better visibility into their application coverage by finding all the possible user flows.
- ❑ Give them an understanding of which features were user critical, so they could prioritize them for testing.
- ❑ Address how they wrote and maintained test scripts, so they would not become brittle and fail over time.

Quick Facts

Industry

Healthcare

Markets

Serving payers, providers and health organizations in North America

Customer Applications Under Test

Healthcare Communications and Management App

To achieve these objectives, they ideally wanted a single, unified software quality platform that could help them deliver software quality at the speed and standards their new stature mandated. Fortunately, they turned to Appvance.

The AIQ Solution

Appvance quickly engaged with the customer and led the effort to implement AIQ on the flagship healthcare application. Appvance trained the product owners to write thorough high-risk/high-value use cases and the business rules around them. The onshore QA team scripted the cases in AIQ and deployed the AI to test the application. Through AIQ's exclusive blueprinting process, the AI mapped the entire application, employing the scripts in its first pass.

AIQ also dramatically improved application coverage. Previously, the QA team only had a best guess of 30% for application test coverage. With AIQ, application coverage is now near 100%, not only on the core code, but for each client on each platform, and each service provider portal the application serves.

AIQ transformed the QA team from being an obstacle to rapid releases to matching the development team in performance and innovation. The application was being updated more frequently and delivered on time with quicker turnarounds. Poor documentation practices, such as test cases described as "directionally correct" and "valid on day of issue," were a thing of the past as the team could now keep up with the rapid innovations shipping in the app.

AIQ also brought the customer greater control over their tooling. Being a unified software quality platform, AIQ could be fully and reliably hosted by the customer, giving them full control over their entire test environment. They can now run a complete battery of tests on demand and deliver comprehensive results and dashboards to QA management, the development team, and the C-suite executives.

Key Results



500% increase in test script creation



QA team no longer an obstacle to growth



~100% application coverage