

HCL REDUCED THE REGRESSION TESTING EFFORT BY 80% PER TEST CYCLE FOR A LEADING US DIAGNOSTICS COMPANY



THE CLIENT

A leading provider of diagnostic testing, information and services, providing insights that enable physicians and other healthcare professionals to make decisions to improve health. Client offers patients and physicians the broadest access to diagnostic laboratory services through its nationwide network of laboratories and owned patient service centres.



CHALLENGES FACED BY CUSTOMER

- Testing of Lab information management systems (Niche technology platform)
- Automation of legacy systems to save effort, cycle execution time and cost using automation testing tools e.g. QTP & Silk test
- Testing of mobile apps on different mobile platforms
- Testing of systems governing clinical trials business processes with specimen management systems
- Testing of systems for Diagnostics, Enterprise and Hospital Line of Business
- Testing involving Interfaces, ASTM to HL7 conversion, Enterprise service bus on IBM MQ
- Integration testing between standard and non-standards LIMS, and referral Lab sites
- Patient/order results reporting and verification in web-base applications from Lab systems
- Integration testing involving O2C business processes (Order to Cash)



HCL'S SOLUTION

- Building up a comprehensive knowledge portal for training on domain, business areas and applications
- Creating assessments of competence and knowledge required in Projects through SMEs for engagement specific competence building
- Setting up an Enterprise Test Lab
- Metrics based measurements and enhanced Test Reporting
- Close interaction with the business users and development teams by overlapping first few hours of US EST time

Critical Success Factors:

- A 60% jump in team size from Year 1 to Year 3 spanning all lines of customer's business
- A 93% YOY improvement in terms of offshore based inductions
- Excellent knowledge management and retention leading to scalable and cross-application trained testing team
- Consistent process improvement interventions and skill enhancements leading to work on all business lines including labs running custom LIMS
- Availability of Test Lab with all peripheral devices used in LAB including an IPAD



BENEFITS

HCL delivered the following benefits to the customer:

- Effective knowledge management leading to cost saving of USD ~200K from on boarding of consultants at offshore
- Reduction in Regression Testing Effort by 80% per test cycle over 16 releases and patches
- On time software releases and large test coverage involving 18 release for diagnostics apps, 7 releases for enterprise apps
- Automation testing POC led to enterprise wide adoption of automation with a common Automation Framework
- Reusable code helps in script generation across different apps/ environments faster
- Successful mobile enablement across multiple mobile OS/platform
- Enhanced defect detection and improved in processes leading to enhanced Quality across



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