

CASE STUDY

Clinical Payment Solutions Company Saves 54 Hrs/Week with Automation Testing

COMPANY OVERVIEW

As the industry's leading provider of clinical payment and communication solutions, Greenphire's technologies are used across the globe to improve operational efficiency, reduce costs, mitigate regulatory risks, increase subject retention, promote protocol compliance, and produce quantifiable results for their clients.

SUCCESS STATS

54+

manual testing hours saved/week

110

payments processed per participant


16


global languages supported


25K+


participants supported

KMS IMPACT

 Provided support and maintenance to accelerate releases, develop new features, and reduce post-live defects; Built out a streamlined database to house all test cases.

 Completed and handed off 109 smoke and regression test scripts for ClinCard; Implemented GitHub to manage all code-related artifacts.

 Designed and supported the production of new data reports while improving the performance of existing reports; Met data needs through data warehousing, integrations, and BI.

 Enabled the ClinCard product to support 16 different languages, improving expansion and usability into global markets.

CHALLENGES

- Needed to reduce the backlog of support tickets and product defects
- Lack of bandwidth for in-house engineers stalled the focus on developing new features
- Sought to increase scalability and support capacity, specifically with handling service requests
- Management of data-specific capabilities



"KMS helped us leverage the value of automation to save time and reflect consistent quality for all our end users. The new self-support model has created a high-value functionality for us in a short amount of time."

Project Lead