



Driving Automation Test Efficiency using Outcome-based Model

Success Story

A leading provider of revenue cycle management (RCM) services partnered with CitiusTech to automate the regression test suite of RCM workflows by establishing an outcome-based model for accelerating the client's Go-To-Market initiative.

Business Impact

CitiusTech's automation QA engineering team built a test automation framework to ensure the RCM workflows accurately reflect the organization's business processes. An **outcome-based model approach** maximized the testing coverage and accelerated the client's speed to market.

1500+

Test Cases
Automated

50%

Reduction in Test
Suite Execution Time

100+

Automation scripts
delivered per sprint

Client Requirement

The client is a leading provider of technology-enabled RCM services for 20,000+ hospitals, health systems, and physician groups.

They had made important updates to its RCM software and wanted to ensure it did not introduce any unintended side effects that may adversely affect the software's performance. Manual execution was time-consuming, not reusable, and prone to error.

To overcome this challenge, an automated test suite was essential to enhance the regression testing of the RCM software. The regression test suite also needed to run each test sprint and ensure maximum test coverage for meeting the client's Go-To-Market timeline.

The CitiusTech Advantage

CitiusTech set up a dedicated QA automation team for creation of framework and scripts. The team conducted a detailed analysis of the client's existing QA processes and identified potential areas for improvement.

To achieve efficiency and increase the testing throughput, the team also established a set of **SLAs / KPIs** for continuous measurement.

The team leveraged CitiusTech's test accelerators to develop the test automation framework for accelerating the testing process and making it error free. It also ensured **maximum test coverage, robust test scripts** and **shorter test execution** time for the entire automation suite.

Technology Overview

CitiusTech's automation QA engineering team built a test automation framework and followed an outcome-based project execution approach to ensure maximum throughput. CitiusTech developed the following capabilities for the client:

Test Automation using BDD Framework

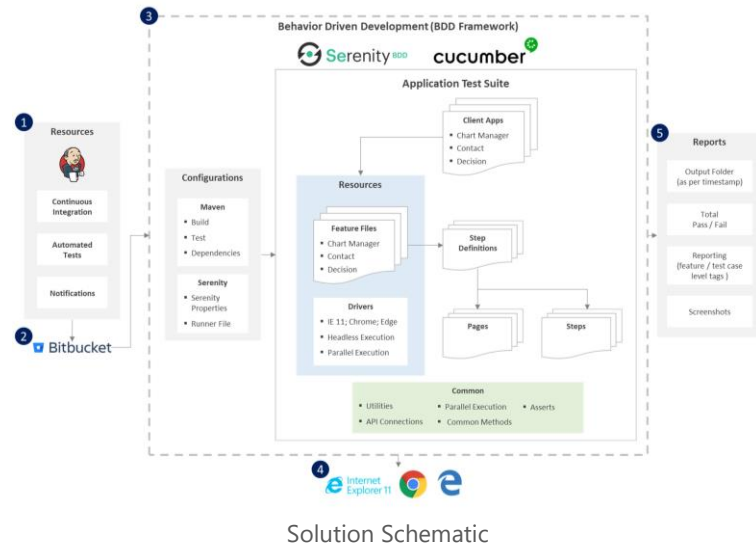
- Migration to a Behavior Driven Development (BDD) framework
- Developed a custom automation framework using existing **Serenity BDD Starter Kit**
- Converted existing manual test cases to BDD format with **Feature File Automation Utility**

Feature File Automation Accelerator

- Converted all manual test cases in an excel to BDD format
- Developed Feature File Automation Accelerator, a **macro-based excel**, that converted manual test cases into feature files
- Reduced manual intervention and significantly increased efficiency of testing

Selenium Grid Solution

- Created a custom **Selenium Grid solution** using client's machines
- Reduced test suite execution time by running parallel tests across different node machines, resulting in faster Go-To-Market time



About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to healthcare technology companies, providers, payers and life sciences organizations. With over 4,000 professionals worldwide, CitiusTech enables healthcare organizations to drive clinical value chain excellence - across integration & interoperability, data management (EDW, Big Data), performance management (BI / analytics), predictive analytics & data science and digital engagement (mobile, IoT). CitiusTech helps customers accelerate innovation in healthcare through specialized solutions, platforms, proficiencies and accelerators. With cutting-edge technology, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare organizations worldwide.

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