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Shaping Healthcare Possibilities

Success Story

Optimizing legacy UM applications: Scalability and efficiency with automated testing

The Challenge

- Multiple legacy utilization management (UM) apps with siloed workflows & old code-base lacked scalability

- Time-consuming manual test processes & low regression test coverage led to errors in UM workflows & poor provider experience

- Delay in testing due to delayed provider & member files from HealthPlan

- Legacy apps had hour-long deployments with major configuration file related errors

- Client needed frequent releases delivering priority bug fixes & enhancements with automated testing framework

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The Solution

- In-depth assessment to analyze and identify gaps in the current QA processes & inefficiencies with the deployment pipeline

- Set up a BDD based test automation framework to reduce the cycle times for legacy utilization management applications

- Automated the build & deployment process using a robust DevOps governance process

- Seamlessly integrated testing strategies with CI/CD pipeline to save time on testing and effort

- Automated testing cycles for regression cases by generating synthetic test data for UM applications

The Outcome

- **$500K annual savings** using QA automation framework & DevOps automated pipeline

- **91% reduction** in automated regression testing time

- **Faster time to market** reduction in release cycle from 6 months to 2 weeks

- **55%** OpEx savings w/ implementation & automation

- **1000+** UM programs implemented for 100+ plans

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Thank You

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