



SUCCESS STORY HEALTHCARE

# NON-PROFIT HEALTHCARE ORGANIZATION REDUCES TAT BY 30%

Apexon automated testing solution speeds cycle time, enhances customer experience



Offering a wide range of affordable choices of healthcare services acts as a major differentiator in today's highly competitive market. The customer, a Michigan-based non-profit organization, wanted to offer multiple healthcare plans and associated benefits to more than 4.3 million people living in the state.

However, rolling out new health plans and/or updating existing plans were time-consuming tasks due to heavy dependency on regression testing. They needed to automate their testing process to roll out new health plans faster and stay ahead of the competition.



## THE RESULTS

### KEY OUTCOMES

By addressing the customer challenges head on, Apexon was able to deliver several business benefits, including:



**REDUCED TURNAROUND TIME (TAT) FOR ROLLING OUT NEW HEALTH PLANS BY 25-30%**



**IMPROVED ABILITY TO QUICKLY ADD BENEFITS TO EXISTING HEALTH PLANS**



**ENHANCED CUSTOMER EXPERIENCE**

## THE CHALLENGE

# 3 KEY AREAS

A thorough analysis of the customer's existing processes revealed various challenges like:



### Existing Health Plan Amendments

Modifying existing health plans or introducing new ones was challenging and time-consuming since both involved executing 6,000 regression test cases



### Lack of Agility & Flexibility

Lack of agility and flexibility in providing multiple health plan choices and administering healthcare benefits to 4.3 million members



### Delayed Go-To-Market Plans

Gaining a competitive advantage was challenged by delayed go-to-market plans for new product/service offerings

## THE SOLUTION

# 4 KEY AREAS

Apexon proposed an automated testing solution that included:



### Increasing Application Coverage

Increasing the coverage of the application used for configuring new healthcare plans



### SMEs

Involving SMEs to understand the regression test cases for consolidating the test cases



### Testing Scenarios

Validating all critical business rules by testing 6,000+ scenarios across 15 applications



### Automation Frameworks

Developing an automation framework for functional testing from ground-up



Apexon is a pure-play digital engineering services firm focused on helping companies accelerate their digital initiatives from strategy and planning through execution. We leverage deep technical expertise, Agile methodologies and data-driven intelligence to modernize systems of engagement and simplify human/tech interaction.

We deliver custom solutions that meet customers' technology needs wherever they are in their digital lifecycle. Backed by Goldman Sachs and Everstone Capital, Apexon works with both large enterprises and emerging innovators — putting digital to work to enable new products and business models, engage with customers in new ways, and create sustainable competitive differentiation.



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