



INTERNATIONAL HEALTHCARE PROVIDER

MOBILE APPLICATION TESTING





Managed Testing



Consulting



Test Automation



Performance Testing



Edge Academy



Digital Test Hub

Summary

In April 2014, the Client introduced a Mobile Application for iOS and Android devices, which customers would be able to use in place of, or in conjunction with, the well-established Client web based application. In order to get the Mobile App in place it was initially released with basic read and display only functionality with the long term goal being that over time upgrades would be made and the Mobile Application would in the future be an image of the Web based application. The key reason for creating the Mobile Application was to keep the Client in line with current trends towards customer accessibility, and as a result would improve the customer experience. The Claim Submission project was developed wholly by the Client in the United States, and tested by the Client (including Edge resources) in the United Kingdom with the sole purpose of allowing their customers to easily and readily submit a claim to reflect their customers 'on the go' lifestyle.

Company Background

The Client is a large multinational healthcare provider that caters for people from around the world within their specific lines of business in the US, Europe and Asia. As well as their domestic health care services they have International business lines to cater for individuals living and working abroad. In the UK, their IT department is located in Glasgow and their UK domestic and expatriate businesses are mainly based in the West Coast of Scotland. Edge has worked within the international business line.

Project Overview

In 2015, a mobile project was undertaken to introduce claims submission functionality to the mobile app version of the Client's customer facing website. This would be the first functionality in the Mobile App to be interactive, and would allow the customer to process a medical claim from their smartphone or tablet instead of having to use the Internet version of the customer website to do this. It would also allow for the interaction between the website and the app, allowing users to start a claim in either the web version or mobile app and complete it in the other should the customer wish to. The main challenge faced in the project was the differences between iOS and Android devices along with the Inbuilt functionality and customisation restraints.

t: 01698 464280

e: contact@edgetesting.co.uk

www.edgetesting.co.uk





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Solutions

- **Locations and Time zones** - To minimise the disruption and to maximise efficiency daily conference calls were scheduled at 10am BST between the Client developers in the US and Client/Edge Testing team in the UK. Daily Triage meetings at 3pm BST were also set up between the UK Testing and US Development teams to discuss any issues or observations raised that day.
- **Tools** - Information was downloaded from back office systems on to Excel Spreadsheets or collated in reports if required to be shared when the tools were not available to UK and US teams.
- **Differences between iOS and Android devices** - Separate iOS and Android Labs for the scripts in ALM. The same script was used in both labs to avoid duplication of what be all scripts around 99% the same, but with very subtle differences. To account for these differences, the Test Engineers were aware of the process they should follow dependant on their device i.e. where you use the <Back> button built into the App on the iOS device, you use the back button built into the Android device etc. This further meant that if the same defect was found on both devices they would be raised as two separate defects as it would be a different team of developers working on the iOS defect from those who would work on the Android issues.

Benefits

The key benefits obtained by the Client from using the Offsite Edge Testing services included:

- Enabling ongoing quality to be maintained by the Client, when towards the end of the project where there was a requirement for more test resource, this was easily resolved as Edge could supply further suitable resource as and when required.
- As the Edge Testing team worked remotely in their own office, this meant that the client did not require desk or office space for these testers on their site.
- The Client provided those testers in the Edge office with iOS and Android devices for testing, but very occasionally there were issues with these, and in these cases the Edge testers were able to source devices from the Edge Device Lab as a short term solution so testing was uninterrupted.

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