

Automation Testing For UK Based Healthcare

Healthcare

About the Client:

Company is a Health Care and Pharmacy service Provider for more than 30 years operating in many countries across the world. They use a Microsoft Dynamics 365 as their platform for CRM and they have built a mobile application for customers to place their orders.

Business needs addressed:

- In last couple of years this company started to upgrade their services to next generation platform by providing additional features
- They also build a mobile app for their customers to address mobility use cases. This required new set of QA resources with experience in testing mobile applications
- TFT has extensive experience in testing mobile applications and healthcare domain. As the features of the mobile applications matured and more features were added.
- TFT addressed the need for Test Automation by automating the e2e scenarios which can be executed seamlessly and efficiently

Solution:

- The team started with understanding the business side of the application thoroughly by holding session with the onshore QA team remotely
- Team worked with the development team to understand the Architecture of the application on how the e2e scenarios are implemented as the Architecture was more complex
- Created a Test Automation Strategy and Architecture to address both APIs and Mobile App testing.
- This resulted in a quick Smoke Suite that was executed each night integrated with their CI/CD pipeline on Azure DevOps. The stakeholders could see the value in first month of engagement itself.
- Built a more complete automated regression suite over a period of time covering major e2e scenarios
- The key feature of the project, as the automation suite grew, was failure investigation on regular basis and updating and maintaining the automated test cases
- It was decided at the highest levels that the automation was a key in ensuring that the Company kept on rolling out new features. The PO of the Application decided to be part of the regular meetings and ensure that all roadblocks were promptly addressed

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Pros:

- Upfront Test strategy helped in creating e2e test cases with dynamic data.
- Quickly got the automation suite off the ground (within a month of taking over).
- Integration with DevOps gave quicker results for every build deployed on the QA environment
- The suite was run in Company's night time and the failure investigation and reporting happened before the Company's team came back the next day. This led to drastic change in working methodology of the onshore QA team. They now had access to information as to how good the last release was and what all areas the last release adversely impacted
- The regression was applied after each release / fixes leading to quickly finding the failures

Cons

- Needed help from the Development team for using the APIs/tools to interface with D365.
- The Application UI changed a lot thus the automation had to be modified initially

Current Status:

- Today the most of the e2e Test cases for the existing features in the App are automated. Also, the tests for all the APIs consumed by the Mobile Application area automated.
- Today the TFT team has complete business knowledge of the application and is actively involved in manual, automation and sometimes performance testing of mobile apps
- We have 2 shadow resources who work in multiple areas. The important aspect is that they allow TFT to mitigate risks against attrition as well as ensure zero decrease in productivity even when one of the main resource is away

Future Scope:

- The Company is adding new features to the platform that will require more test cases/scenarios to be added
- We are planning for code coverage for both the APIs and Mobile App
- Company has realized the benefits of Test Automation and is very interested to add additional Test Automation resources as they realize the effort required to manually test a complex application

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