MELILLO CONSULTING

"Having multi-platform and multi-device test ability, without needing platform development expertise, has revolutionized the way in which we support our members."

*– Chris Trimper,
Enterprise Quality Assurance
Automation Architect,
Independent Health*

CASE STUDY

MELILLO HELPS INDEPENDENT HEALTH ADDRESS TESTING CONSTRAINTS FOR NEW MOBILE APP

Overview

Independent Health, an innovative non-profit health plan that provides health-related products and services with affordable access, was launching a new mobile app to deliver a high-quality member experience. Behind the scenes, this translated to a significant burden on the testing automation team, a threat to the app's success. Unsure of how to resolve the issue, the customer turned to Melillo for an innovative solution.

Challenge

Independent Health announced plans to launch a new mobile app to give members an easy way to track deductibles, review benefits, and view claims from their mobile smart device. While the app was expected to profoundly improve members' experience, its frequent UX and UI updates would likely result in a massive increase in test maintenance. Something as simple as a stylistic change to a button would require code changes and, consequently, test changes—on two operating systems: each with different implementations, locators, and object identifiers. Though Independent Health had been using OpenText UFT One for its web app's test automation, the existing solution was not equipped to handle the massive testing requirements needed to keep up with the expected ongoing changes to the mobile-device application.

Solution

Long-time Melillo customer Chris Trimper, Independent Health's Enterprise Quality Assurance Automation Architect, needed a go-to partner to brainstorm advanced solutions. With advanced expertise in emerging OpenText technologies, Mike McDonnell, Director at Melillo, connected Chris with OpenText's R&D lead to review an Artificial Intelligence (AI) add-on to UFT. From there, Mike guided the partnership between Chris and the OpenText UFT R&D team to both help design the product and serve as an early adopter. With the new UFT AI capabilities, Chris was poised to develop a testing script that could be maintained through multiple testing changes over the course of development. With the ability to understand contextual interaction the way a human does, a single test script can now execute tests on the customer's multiple platforms.

Results

With deep insight into the customer's IT business objectives, relationship with OpenText, and a forward-looking mindset, the Melillo team immediately recognized the problem, then engage professionals to resolve it. Based on Melillo's quick thinking and guidance, Independent Health capitalized on a successful relationship with OpenText in the development of their UFT One's AI-based capabilities, resulting in:

- A 35% reduction in mobile test maintenance and errors
- Faster, easier, and earlier test script creation
- Reduced time-to-market to support the evolution of the new mobile app
- Increased bandwidth to focus on business requirements and user workflows
- Less stress on their specialized test teams

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