



INTERNATIONAL HEALTHCARE PROVIDER

MOBILE APP 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 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 August 2015, a mobile project was undertaken to introduce 2 new functionalities; Registration and Forgot Password. The new functionalities would allow customers to begin and complete registration or to change their password without having to log on to a computer, making it more mobile and adapting to people's 'on-the-go' lifestyle. Not only did the Client introduce new functionalities, Brand Refresh was also introduced reskinning the whole app for a more modern look.

As the mobile app was going through a complete makeover this meant, in theory, only testing the 'look and feel' of the app. However, this wasn't the case. Existing functionalities were broken, backtracking and reopening defects as well as creating new defects as the screens were not matching to the screenshots provided the Business Analyst. This meant more work was involved than intended in a really tight timescale.

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## Solutions

**Registration & Forgot Password** - Registration and Password scripts were already created before the project got delayed previously. These scripts were then updated by the Edge Test Engineers to reflect the new brand reskin. The Registration was a four-step process so test scripts were split accordingly to their step, this was the same process for Forgot Password.

**Brand Refresh** - The test scripts were both written and executed by Edge Test Engineers, these were used in conjunction with a PDF containing what the screens should look like on the app to aid the testing.

Throughout the project, there were daily conference calls with the Client Test Lead, these were to discuss what each Test Engineer was working on that day and to discuss any problems/issues that needed to be escalated. When defects were found, they were created on the defect management tool, JIRA, and assigned to the appropriate developer as well as having Triage meetings twice a week to discuss any defects that needed more clarification. By establishing clear aims/goals to achieve each week, as well as additional work in the weekend, testing was completed successfully and the app was ready to be released to the live environment at the start of 2016.

## Benefits

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

- High quality applications and projects delivered to timescale and within budget.
- The flexibility to deliver more projects without compromising the quality of the product.
- 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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