Improving quality assurance through automated testing

Carelon Global Solutions' enterprise quality assurance (EQA) framework leverages automation tactics to improve the quality and speed of each test cycle. Depending on the outcome that the customer requires, our experts lead the automation strategy for a standard regression suite across commercial claims, enrollment, provider, consumer, pharmacy, and specialty services. We provide:

- 1,300 associates with EQA expertise
- Customized, Carelon Global Solutions-developed EQA automation framework for heterogeneous database, cloud, mobile app, user interface (UI), and server load test execution integrated with DevOps
- Functional expertise in FACETS, Salesforce, pharmacy benefit management (PBM), provider, specialty labor, and delivery and dental platforms

Impact

| Higher user acceptance testing (UAT) and user interface testing (UIT) performance | Improved schedule adherence and user acceptance of products | Zero defects in the production environment | Significant time savings in regression test cycles | $1.5M in test automation return on investment (ROI) |

Success story

Big data validator:

A U.S. health insurer needed to perform automated regression testing for its big data platform, heavily depending on third-party tools that were difficult to maintain. Carelon Global Solutions developed a tool to automate and execute regression test cases across relational database management system (RDBMS) platforms that included UI-based configuration and DevOps compatibility for continuous integration and continuous delivery (CI/CD).

Results delivered

50 hours of effort saved per run

Success story

Data quality checks:

A U.S. health insurer needed data correction and completeness checks for multiple extracts with varied frequencies of generation between different data zones. Carelon Global Solutions developed a Unix framework that auto-created test queries with a parameter-based framework, executed the queries, and provided data quality results.

Results delivered

Reduced manual effort

by over **70%**

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