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Adventist Health System Streamlines Quality Assurance with SpiraTeam from Inflectra

SpiraTeam implemented to streamline QA processes and improve statutory reporting

Industry

Healthcare

Objective

Replace obsolete custom tools based on Microsoft Office with a centralized quality assurance and project management system that was easy to use and maintain.

Approach

Looked for a solution that could centralize their QA processes.

Business Outcomes

- Reduced the time to respond to audit enquires by 95%.

- Ability to automatically generate annual QA metrics for the first time.

- Streamline and standardize QA processes across all teams.

Technology Outcomes

- Replaced multiple obsolete tools with a single easy to use solution.

- Reduced the total cost of ownership with a cloud-based service.

"SpiraTeam is an all-in-one QA management application which has great value for the price. Its many features, simple user interface and adaptability allow it to be used with any software development methodology."

– Vanessa Smith, Lead Quality Assurance Analyst, Adventist Healthcare System

Streamlining quality assurance and improving reporting and metrics

Adventist Healthcare System was faced with maintaining an obsolete set of QA and project management tools. They chose to migrate to Inflectra's SpiraTeam platform to centralize their QA and testing processes as well as improve their project tracking and management. The adoption of SpiraTeam has yielded many benefits, including a way to automatically generate their required metrics and reports, and the ability to respond to audit inquires 95% faster than before.

Background

Adventist Health System (AHS) is a non-profit health care organization that operates facilities within the Southern and Midwestern regions of the United States. It is the largest not-for-profit Protestant health care provider and one of the largest non-profit health systems in the nation. It has 45 hospital campuses, more than 8,200 licensed beds in nine states, and serves more than five million patients annually.

AHS primarily tests highly configured and customized commercial software, in addition to supporting the testing for in-house developed web and Java applications. AHS is mainly a waterfall methodology organization, however several development teams are in the process of moving to agile methodologies.

Challenge

Prior to using SpiraTeam, AHS was using Microsoft Word documents for requests and requirement documentation, and Microsoft Excel for test documentation. In addition, AHS had a custom Microsoft Access application to track the projects, assignments, number of defects and approval.

Migrate from obsolete tools

AHS needed to move from a custom Microsoft Access 97 database QA application which had become obsolete, to a tool they could manage and maintain within the QA team. They had a paper-based testing process using Microsoft Word and Excel, and manual management of the team and resources.

In addition, AHS wanted a single, integrated platform that they could use to log their current projects and associated requirements, store testing documents related to those projects, track defects, track resource time, and produce custom reports via the project. The AHS QA department is a shared-service, so all of its work is tracked using a project number rather than by a product. So, they needed a tool that could easily adapt to tracking all of their metrics using a project number.

Solution

AHS did an extensive tool evaluation to replace their existing manual solution. SpiraTeam was the only application that offered project, requirement and task management, document storage, defect management and time-tracking in a single, unified solution.

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Solution at a Glance

Products Used:

- SpiraTeam
- RemoteLaunch
- TaraVault

Features Used:

- Requirements Management
- Release Management
- Defect Tracking
- Custom Reporting
- Test Management
- Source Code Management
- Program Management
- Document Management
- Automated Testing

Scale of Implementation:

- ~ 1,000 projects
- ~ 50 users

Easy to Use and Flexible

SpiraTeam was also the only solution that allowed AHS to easily generate their custom reports and metrics without customization. The cloud version allowed AHS to stay within their budget for acquiring a new tool, and handled all of the maintenance and associated upkeep costs such as hardware, data back-up and security patches.

In addition, AHS rated SpiraTeam the easiest user-interface to learn and use for their team, which was an important consideration for them.

Benefits

The adoption of SpiraTeam has provided many benefits to AHS.

"The use of SpiraTeam has allowed us to formalize our QA management and testing process, and move to a paperless system."

says Vanessa Smith of AHS. With SpiraTeam, AHS now has a central repository for all QA-related documents, not just testing requests.

The custom reporting module in SpiraTeam has allowed AHS to generate yearly QA metrics, which was not possible with the previous system.

Reducing Response Time by 95%

As an added benefit, document storage in SpiraTeam by project number has allowed AHS to respond more quickly to auditing inquiries, reducing the time by 95%, to under an hour. Previously, tracking down paper documentation, making copies and preparing a paper packet for return delivery could take several days.

The many plug-ins and add-ons available for SpiraTeam have allowed AHS to connect to various other tools such as Jira, TestComplete, Subversion, GIT, and Microsoft Excel and Word.

Excellent Support from Inflectra

According to AHS,

"Inflectra customer support has always been excellent. They have always been very responsive to any question asked about functionality or future development plans. Since we use a hosted application, they always notify us of maintenance patches and upgrades in advance, and have been very responsive to the few times we have had connection issues."

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