



Fewer Clients, More Attention

- Consulting Services
- IT and BPO Services
- IT Strategy Consulting
- Business Process Consulting
- Quality and Compliance Consulting
- Business Intelligence and Data Services

www.ust-global.com

North America | Asia Pacific | Europe

UAT Testing for Claims, Membership, and Billing

Overview

- Company needed to increase its bandwidth for monthly scheduled updates to its Claims, Membership, and Billing applications.
- Coordinated user acceptance testing, including support for all Authorized Users identified by company who are participating in the testing.
- A 30+ person team ramped up in 30 days with a full complement on on-site senior management and coordinators with offshore management and leads.
- Productivity and accuracy metrics tracked from day-one with trending reviewed on a monthly basis

Profile

A leading health benefits company serving the needs of approximately 34 million US medical members nationwide.

Business Issue

Company needed to increase its bandwidth for monthly scheduled updates to its Claims, Membership, and Billing applications. An immediate increase in capability to execute UAT test scripts, while maintaining and enhancing those test scripts and the associated data.

UST Approach

Supported the User Acceptance test schedule and milestones by:

- Supported the development of user acceptance test plans by the Business users.
- Developed acceptance criteria with company's personnel for approval.
- Verified the technical test environment, datasets, and access authorizations.
- Implemented a matrix of Authorized User and design requirements to test cycles and scripts.
- Supported development of test cases for user acceptance testing.
- Coordinated user acceptance testing, including support for all Authorized Users identified by company who are participating in the testing.
- Recorded and reported user acceptance testing results.
- Tracked fixes and rework.
- Reviewed changes and enhancements with Authorized Users.
- Obtained approval of user acceptance testing results from company.

Benefits

- A 30+ person team ramped up in 30 days with a full complement on on-site senior management and coordinators with offshore management and leads.
- Productivity and accuracy metrics tracked from day-one with trending reviewed on a monthly basis.
- Grew and repositioned the team with scalability and adaptability as new needs arose.