



TELEHEALTH

DIGITAL ASSURANCE

Mobile Testing for cognitive health innovator

helps drive successful
audit and launch of
groundbreaking app



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OVERVIEW

Our client is a North America-based telehealth disrupter that launched the world's first mobile, evidence-based assessment of cognitive and emotional function.

We successfully tested the reinforced learning behaviours of the cognitive platform while partnering within an ecosystem of payers, providers and researchers globally.

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CHALLENGES

- Innovative start-up and new entrant into the market
- Dynamic development needs requiring a flexible partner
- Launching a viable product in a defined timeframe to generate ROI from the start-up financing
- Needed to test the app across a wide range of mobile devices to assess App performance and stability
- High frequency of updates (two to five updates per week)
- Required all processes to be aligned to regulatory compliances

SOLUTION

- **Set up a team of functional testers** working within agile sprints to provide QA services
- **Conducted exploratory tests** to accelerate test coverage
- **Set up smart testing techniques** for test optimization through the design of experiments and orthogonal arrays
- **Designed an end-to-end test strategy** including functional, smoke, regression, compatibility and compliance testing for both mobile app and web-based dashboard
- **Comprehensive checklist aligned to audit** compliance needs for 21 CFR Part 11

RESULTS



1000+

Cognitive data points leveraged to provide predictable results



21 CFR Part 11

Enabled customer audit success for 21 CFR Part 11 Cert



97%

Significantly improved Right First time to 97%



24%

Cost savings achieved

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