

Accelerated app adoption for a US-based healthcare insurance company

Client

An American health care company that sells health care insurance and related services, such as medical, dental, pharmaceutical, behavioral health, long-term care, and disability plans. through insurance, benefit programs, and Medicare. The company's network includes 22.1 million medical members, over 690,000 primary care doctors, and over 5,700 hospitals.

Company size: 10,000+ employees

Our client relies on pCloudy for their mobile app testing needs with strict data security. Multiple teams execute thousands of manual and automated tests on Android and iOS devices.

Business Challenges

It is critical for healthcare organizations to provide uninterrupted services to their users 24/7. Our client wanted to launch a new mobile app to improve member engagement by providing a mobile-enabled lifestyle for high-risk maternity and neo care. Their objective was to achieve test coverage across a wide range of devices and increase adoption through better user experience. They wanted a faster time to market and deliver tangible features in quick succession.

Our client was facing some challenges in fulfilling these requirements as they had insufficient devices for testing. A single bug in the app could be fatal for a patient who uses the app, and this is why the app quality standards were quite high. A large user base also makes it difficult to make the app compatible with every device-browser combination.

Our Solution

We offered them a private dedicated cloud-hosted on pCloudy's enterprise-grade secure datacenter in the US and in India. It was a perfect solution for them as their globally distributed teams could access the devices at any time from anywhere. The most important thing is that we offered 24/7 support for uninterrupted access to the devices.

Result

- Our client was able to perform high-quality app testing in less time to meet the stringent delivery deadlines.
- Our AI-powered automated testing bot also proved to be highly beneficial for our clients as it helped them save time and resources.
- It helped them achieve better test efficiency without any human intervention.

Achieved 80% user base coverage for device and OS in testing. Faster time to market with mobile automation. Enabled seamless omnichannel experience through API level automation. Saved USD 200K in test environment cost Through cost-effective cloud-based devices lab.

About pCloudy

pCloudy is a next-gen mobile app testing platform with more than 5000 device browser combinations. It is an ideal platform to perform manual as well as automated testing on hundreds of real devices. Users can perform functional testing and non-functional testing on multiple iOS and Android devices. pCloudy has a global presence and provides solutions to many Fortune 500 companies.

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