

XBOSoft Success Story:

Long Term Care Pharmacy Management Solutions

XBOSoft RNA Health Case Study

XBOSoft

XBOSoft, Beijing based with US management, is a full-service software testing company serving both the US and European markets. Founded in 2006, XBO has a proven record of success from Fortune 100 companies to small independent developers.

XBOSoft delivers a full range of testing services including automated testing, functional and regression testing, performance testing, web security testing, platform compatibility testing, localization testing, user experience testing, usability testing and web application testing. Our testing services can be carried out across all major operating systems, data bases, platforms, application servers and browsers.

XBOSoft offers several proprietary programs and tools such as our XBO ONE™ Automation Methodology to identify bugs early and reduce development lifecycles, XBO CommONE™ online client collaboration tool for secure 24/7 online access to project information, and XBO Quick Release™, the unique low-risk program for small businesses looking to outsource software testing.

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The Client

RNA Health is a leading provider of long term care pharmacy management solutions that enables pharmacies to improve their efficiencies to fill orders accurately and timely, while obtaining assurance of payment before dispatching medicines and supplies to their customer facilities. In addition, value-added functionality enables pharmacies to offer in-facility services such as barcode scan reordering, web portal communications, remote dispensing machines and medical records management. RNA Health has provides both a Software as a Service (SaaS) model and an on-site client server model with scalability to even the largest pharmacies.



“XBOSoft provides RNA with increased testing coverage across multiple platforms allowing our development team to focus on the most important issues. In addition to reducing our overall development costs, XBOSoft’s web-based bug reporting and communications platform enables us to integrate our development and testing teams.”

- VP, Research & Development, RNA Health

Business Challenges

RNA’s software is positioned as a complete pharmacy management software solution that independent pharmacies rely on to gain a competitive advantage by increasing profitability and service levels. The nature of the pharmaceutical business requires the product suite to be easy to implement with flawless execution and zero tolerance for error. In layman terms, if a pharmacy cannot print labels, it shuts down. Thus, RNA’s software is the lifeblood of its customers. RNA Health maintains an aggressive release schedule and needed a testing partner that was could quickly master the product’s features and functionality while understanding the pharmacy domain. Furthermore, RNA Health wanted a testing partner that could provide a full suite of testing services, including automation and performance testing, plus employ effective communication and cooperation practices with their off-shore development partner.

Solution: What it Means to Partner with XBOSoft

Partnering with XBOSoft enabled RNA Health to benefit from a wide range of XBOSoft's software testing solutions and expertise. These included:

- **Full Regression and Test Management**
With developers both in-house, and outsourced, configuration management and testing for all Client/Server, SaaS, and customized software editions, combined, the number of test cases to develop and manage multiplied quickly. XBOSoft's experience in test management using TMAP significantly compressed the testing start up time while still ensuring full test case coverage.
- **Automated Testing**
RNA Health required quick testing turn-around with frequent regression testing across their entire functionality matrix and multiple platforms. Using RNA's existing tool, Test Complete, combined with manual test cases and scenarios developed by XBOSoft, XBO identified, and developed appropriate automated test suites for defect regression and highest return.
- **Usability Testing**
RNA Health's SaaS-based customers are pharmacists, not software engineers. Users that have a difficult experience can easily switch to a competitor, so RNA engaged XBO's usability testing team to examine and test the user interface to identify trouble spots in navigation, information architecture and aesthetics. Using XBO's matrix usability model that was developed through a combination of design and testing experience, the interface was re-masked and improved with immediate positive results from the user community.
- **Performance Testing**
RNA's SaaS version has thousands of simultaneous users. Their Client/Server based system designed for larger customers has similar high peak loads. To ensure top-level performance across multiple versions and functionalities, XBOSoft set up numerous end-user scenarios and developed a

performance test suite that could be used across multiple platforms and versions for version and configuration comparison and benchmarking.

XBOSoft's Advantages

- **Flexibility**
RNA Health utilizes XBO testing services on a continuous basis. What started out as a dedicated testing team for only black box functional testing has expanded to include many other services such as regression testing, test automation and usability testing. XBO has the expertise and flexibility to handle an expansion in client testing demands, such as special projects in bug regression, security threat identification, and performance testing among other testing disciplines.
- **Agile Testing Collaboration**
With Agile development and compressed time box development cycles of 1 to 2 weeks, pressures mount on regression testing as functionality continues to increase. XBO's collaboration model in working with Agile development teams has a record of proven success using the same communication systems and methods so it seems as if we're working together in the same room.
- **Communication**
All test results are reported through XBO's secure 24x7 online result viewer, MachONE™. In combination with our online communications platform CommONE™, XBO collaborates with our customers and their partners wherever they may be, including India, Pakistan, and Europe, and Eastern Europe. Combined with our experienced testing teams, we guide the way and ensure all team members are 'in the know' regarding project progress and aware of trouble spots before they become problems.

