Gruppo San Donato

> " *APPLAUSE HELPED US BUILD THE HIGHLY RELIABLE PLATFORM WE ENVISIONED FOR OUR PATIENTS. THROUGH THE DEFECTS THAT WERE PINPOINTED WE MANAGED TO MAKE THE PROCESS OF BOOKING MEDICAL EXAMINATIONS AS EASY AND STABLE AS POSSIBLE.*"

GIANLUCA CAVALLETTI, GLOBAL CIO, GRUPPO SAN DONATO

CUSTOMER

Founded in 1957, Gruppo San Donato is Italy's leading private hospital group. With 19 hospitals and nearly 16,000 employees across Northern Italy, Gruppo San Donato is able to provide care for roughly 4.3 million patients per year and service up to 5,500 beds at any given time. This has helped Gruppo San Donato establish a reputation for itself as a reliable and highly professional hospital group.

Recently, Gruppo San Donato launched its own platform on both mobile and desktop to help patients better manage their healthcare needs, from finding doctors to booking appointments to managing medical fees and reimbursements. This represented a big step toward streamlining the customer experience, but it didn't come without its share of challenges.

CHALLENGE

Users have high expectations for every app they use, but healthcare organizations like Gruppo San Donato are understandably held to a higher standard. For patients filling out personal and medical data to book an appointment, they expect their information to be completely private and secure. Any issue during this process can be detrimental to patient trust and ultimately lead to lost patients, or at the very least, delays in the treatment.

APPLAUSE

COMPANY
Gruppo San Donato

INDUSTRY
Healthcare

TESTING TYPES
Functional

APP TYPES
Mobile | Web

CHALLENGES

- Securing enough device coverage to build a reliable platform across iOS, Android and web
- Accelerating processes and gaining in productivity through testing
- Ensuring a flawless and intuitive process for patients to book and manage medical appointments

RESULTS

- Reported more than 200 bugs over 27 test cycles, leading to a streamlined booking process
- Improved the reliability and stability of the platform, helping to build confidence in new feature releases
- Accelerate testing processes by enabling testing on weekends and outside of office hours

With digital experiences becoming more central to our daily lives, Gruppo San Donato was keen to optimize its platform for all users — across a complex web of device, operating system, and browser combinations used by its clients. With that challenge in mind, Gruppo San Donato decided that testing from the end user's point of view was the best way to identify potential blockers and challenges its clients might have with the booking platform.

SOLUTION

Aiming to provide Italian patients with a flawless and straightforward booking experience, Gruppo San Donato turned to Applause to run functional testing cycles across a broad range of use cases. These scenarios included:

- Booking and managing medical examinations on different devices (e.g. booking an appointment via the website on desktop and canceling it through the mobile app).

- Getting reimbursed for an examination using requirements specific to the Italian Health system and type of examination.

- Testing various functions of the account settings like signing up and logging in, or adding additional users to the same account profile.

For maximum efficiency, Applause scheduled regular testing cycles every weekend to address specific requests from Gruppo San Donato (e.g. reimbursements and taxation laws). Applause also ran frequent bug fix verifications to avoid leaving an overwhelming list of known issues.

RESULTS

Through April 2019, Applause had run a total of 27 testing cycles on 80 unique OS/device combinations, resulting in 206 reported bugs by 50 Applause testers. This helped pinpoint a series of malfunctions for Gruppo San Donato like a systematic crash when expanding details about a medical examination on the Android app, or difficulty in completing booking from one channel to another. Particularly valuable to Gruppo San Donato was their ability to identify incorrect refund calculations in the case of appointment cancellations — a particularly delicate topic as it involves money and relates to Italian taxation laws.

One very positive aspect of this collaboration was the way in which Applause enabled Gruppo San Donato to accelerate and facilitate its development processes. By sending testing requests on Friday afternoon and receiving results on Monday, Gruppo San Donato is able to dedicate two more days every week to testing their products.

" THANKS TO APPLAUSE, WE IDENTIFIED AND FIXED MANY BLOCKING ISSUES AND CRITICAL BUGS THAT WOULD OTHERWISE HAVE CAUSED FRUSTRATION TO OUR PATIENTS."

MARCO DENTI, HEAD OF SOFTWARE FACTORY, GRUPPO SAN DONATO

In general, the vast majority of the bugs and crashes reported by the testers were deemed relevant by Gruppo San Donato, with an acceptance rate of reported bugs between 88% and 94% depending on the cycle. After receiving complete and detailed information about these bugs, the Gruppo San Donato product team was able to quickly fix them to ensure a better booking flow.

Through its collaboration with Applause, Gruppo San Donato met its ambitious digital challenge with flying colors. Thanks to a highly effective testing process and a close collaboration with the Applause community, the Gruppo San Donato product team continues to deliver a reliable product and ensure a stable booking process for all patients.

ABOUT APPLAUSE

Applause is the worldwide leader in crowd-sourced digital quality testing. Software is at the heart of how all brands engage users, and digital experiences must work flawlessly everywhere. With **highly vetted testers available on-demand around the globe,** Applause provides brands with a full suite of testing and feedback capabilities. This approach drastically improves testing coverage, eliminates the limitations of offshoring and traditional QA labs, and speeds time-to-market for websites, mobile apps, IoT, and in-store experiences.

Thousands of leading companies — including Ford, Fox, Google, and Dow Jones — rely on Applause as a best practice to deliver high-quality digital experiences that customers love.

Learn more at: www.applause.com