


# PAYMENT SOLUTIONS COMPANY SAVES 54 HRS/WEEK WITH AUTOMATION TESTING

Testing

Maintenance

Data Services

 **greenphire** As the industry's leading provider of clinical payment and communication solutions, Greenphire's technologies are used across the globe to improve operational efficiency, reduce costs, mitigate regulatory risks, increase subject retention, promote protocol compliance, and produce quantifiable results for their clients.

**54+** manual testing hours saved/week

**110** payments processed per participant

**16** global languages supported

**25K+** participants supported

## Challenges:

- Needed to reduce the backlog of support tickets and product defects
- Lack of bandwidth for in-house engineers stalled the focus on developing new features
- Sought increased scalability and support capacity, specifically with handling service requests
- Wanted to accelerate management of data-specific capabilities

## KMS Impacts:



Provided support and maintenance to accelerate releases, develop new features, and reduce post-live defects; Built out a streamlined database to house all test cases.



Completed and handed off 109 smoke and regression test scripts for ClinCard; Implemented GitHub to manage all code-related artifacts.



Helped Greenphire leverage massive amounts of payment data through data warehousing, ETLs, data pipelining, data integrations, and business intelligence.



Enabled the ClinCard product to support 16 different languages, improving expansion and usability into global markets.



*KMS helped us leverage the value of automation to save time and reflect consistent quality for all our end users. The new self-support model has created a high-value functionality for us in a short amount of time.*



Project Lead