KMS TECHNOLOGY

Case Study

> # ERT eResearchTechnology, Inc.
Offshore Solutions for the Healthcare Industry

ABOUT ERT

ERT is a leading provider of electronic Patient Reported Outcomes (ePro) solutions and consulting services. Their services ensure clinical drug trials run smoothly and efficiently. ERT specializes in helping its customers strategically use patient, clinician, and observer reported outcomes data to support labeling claims, enhance reimbursement strategies, and meet other clinical program objectives. Since 2014, studies run in conjunction with ERT have accounted for over 50% of FDA approved medicines, putting life-changing treatment in the hands of over 3 million people.

KMS + ERT

DEFINED GOALS

ERT and KMS partnered in 2011 and identified the following goals :

- ✓ Increase speed of delivery and faster time to market by replacing paper-based workflows with a more agile, proactive testing process

- ✓ Ensure confidence in quality and reduce overhead by eliminating post-release defects and subsequently reducing re-coding and retesting efforts.

- ✓ Work within the compliance needs of their industry, implementing processes that are efficient and proactive, while remaining trackable and FDA compliant.

STRATEGIC SUCCESSES ACHIEVED

● **FASTER TIME TO MARKET**
KMS modernized and shortened ERT's testing process by introducing a more agile workflow with modern testing tools.

● **HIGH CONFIDENCE IN QUALITY**
By introducing testing with domain workflows and automation tools, the team helped eliminate ERT's post-release defects, so time and resources previously dedicated to rework can now be allocated to new projects and continually improving time to market.

● **COST SAVINGS**
As a high-value partner, KMS provides digital and automated testing processes that result in cost savings with minimal to no re-work costs, decreased headcounts, increased productivity, and more.

● **TEAM INTEGRATION**
KMS transformed ERT's siloed team structure by understanding ERT's workflow goals and seamlessly integrating KMS testers within the ERT development team.

> LET'S TALK NUMBERS

36% SPEED OF DELIVERY INCREASE
Study releases have gone from 14 weeks down to 9 weeks

$150K COST SAVINGS
Savings each year in bug fixes and rework.

2x PROCESS EFFICIENCIES
Reduction in FDA compliance audit timelines

8+ YEARS CONFIDENCE IN QUALITY
Almont a decade with zero critical defects

$900K MORE COST SAVINGS
Savings in annual labor.

72+ INTEGRATION
Additional studies ERT is able to release by working with KMS

In 2011, KMS Technology partnered with ERT.

From inception, KMS championed the identification of success criteria for ERT, providing leadership insights that would help their engineering teams grow their business capabilities and overall outputs.

Together, the companies identified *5 key goals*:

1 INCREASE SPEED OF DELIVERY

Challenge: Prior to KMS, ERTs testing process stretched to 15 days or more. In a competitive industry, this meant delaying life-changing treatment to those who need it.

Solution: KMS proposed a shift in ERT's testing model by introducing a more agile workflow and modern testing tools to drive down test times.

Outcomes: KMS cut ERT's testing cycle durations down by a minimum of 50%, improving ERT's speed of delivery by 36%. Overall, our partnership ensures a faster time-to-market as well as expands ERT's delivery capacity. In fact, since working with KMS, ERT is now able to design, develop, and test studies in just 9 weeks, as opposed to the 14-week timeline they had previously.

2 MAXIMIZE COST SAVINGS

Challenge: Each time a critical bug was released, the cost fell to ERT. This cost combined with slow and buggy delivery timelines meant that ERT was not able to produce at their full capacity.

Solution: KMS implemented agile-like workflows and improved testing standards that reduced the number of post-release defects to near 0.

Outcomes: The numbers say it all, since partnering with KMS, ERT saves an average of $150,00 per year in rework and fines. Additionally, due to our improvements in speed of delivery, ERT has been able to reduce testing labor costs by $900.000 annually. The savings in time, productivity, and headcount allow ERT to bring on additional clients each month, providing a direct contribution to revenue.

3 IMPROVE PROCESS EFFICIENCIES

Challenge: Prior to working with KMS, ERT had an immature testing process and used paper records to document their testing. Adequate documentation is crucial in the heavily regulated health and life sciences industry. KMS needed to come up with a solution that retained the necessary documentation standards while also improving process efficiency.

Solution: KMS introduced automated testing tools that allowed for more transparency and accurate documentation in their workflows. As experts in healthcare software testing and development, KMS used qTest to create a reusable test case library and help ERT digitally track evidence of testing data (changes, edits, defects) in real time.

Outcomes: ERT has is now able to digitally track the defect lifecycle from discovery to resolution. This has led to a 2x reduction in FDA compliance audit timelines.

4 TEAM INTEGRATION

Challenge: With ERT's previous structure, the testing process was a purely waterfall structure. Team members worked in silo's and reacted to issues as opposed to working with the test team to proactively eliminate problems.

Solution: By understanding ERT's workflows, KMS introduced a agile-blend testing process. This meant that KMS's highly trained team of testers could easily integrate with ERT's developers.

Outcomes: This seamless integration has allowed for all of the successes in the ERT/KMS partnership. By working understanding ERTs unique needs, KMS has been able to ensure confidence in quality by eliminating all post-release defects and reduce test times to speed up overall time-to-market. By working with KMS, ERT is able to perform faster and release about 6 additional studies each month.

5 INCREASE CONFIDENCE IN QUALITY

Challenge: Prior to working with KMS, defects in production were prominent--over 21% of studies released each month had critical bugs reported. Identifying defects after go-live meant more cost and productive time lost for ERT, as it meant duplicated work and compliance documentation, and delayed progress on studies in the current pipeline.

Solution: By implementing KMS's testing process and providing high-quality work deliverables, KMS's highly skilled team of testers were able to eliminate expensive (and embarrassing) post-release defects.

Outcomes: With KMS's testing team, critical bugs that escaped to production were down to 0%. With high-quality testing as a standard, ERT and KMS could now shift focus to continually improve process efficiency, speed up time-to-market further, and increase team capabilities.

WHAT MADE THIS PARTNERSHIP DIFFERENT?

The ERT/KMS partnership has been fruitful from the very beginning. Why? Ultimately, KMS's high standard of work, testing expertise of the team, and strategic solutions and recommendations of tools and approach have proved the most beneficial.

KMS listened to ERT's enterprise objectives and came up with solutions that solved their unique needs and industry guidelines. KMS's tailored solutions introduced agility within their team workflow, integrated expert testers with developers, and leveraged proven automated tools. Through their partnership, KMS met all prior and evolving needs of ERT, with the continued goal of producing high-quality work and getting life saving clinical studies completed faster, so that treatments reach the people who need them.

"Previous vendors, it's been just a numbers activity instead of a real understanding of our purpose. My business starts with why we do what we do. Other vendors are just bodies in chairs. Not KMS."

Paul Taylor
ERT Director of Solutions Delivery

ABOUT US

KMS makes outsourcing easier and more effective. Our customer centric, solutions-oriented approach and scalable resource model allows your organization to be flexible and adapt quickly while staying focused on your core competency.

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