

# Business Processes... Meet Quality Assurance

INDUSTRY

**Healthcare**

CONCORD CAPABILITY

**Digital & User Experience**

## Project Overview //

A large healthcare provider was opening a new state-of-the-art clinical service facility. Designed to be a leader in modern healthcare, the provider aimed to implement technology solutions to enhance the experience for patients, as well as clinical staff and care providers. This vision included the use of mobile devices, monitors, and interactive smart devices to streamline processes, save time, and increase efficiency.

After identifying, documenting, and prioritizing business use cases for mobile devices, Concord developed an onboarding and delivery strategy for Mobile Device and Application Management.

## Project Results //

Our client's primary goal was to create an internal team capable of performing QA testing of program development and processes at any level. With some out-of-the-box thinking, Concord attained this goal while working within company-mandated tools and saving the client's budget.

Concord defined traceability processes for over 7,000 programs, making this QA initiative a smashing success. Better yet, the organization's parent company deemed this team a Center of Excellence and has plans to replicate the program enterprise-wide.