

Telliant Systems
3180 North Point Pkwy
Alpharetta, GA 30005

678-892-2800
www.telliant.com

Case Study

Accelerating Clinical Trials with Scalable Testing & Automation

The Client

The client is an industry leader in providing clinical trial solutions, designed to connect people, simplify site processes, and support families worldwide with a single platform.

Their product focuses on supporting patients and families involved in clinical research by offering a platform for specialist referrals, eConsent, and patient empowerment. The platform facilitates a seamless digital connection for patients and clinical sites, covering everything from initial recruitment through ongoing monitoring and data collection.

The Challenge

As the client's clinical trial platform grew globally, maintaining consistent quality, performance, and reliability became increasingly critical. Rapid feature releases and complex integrations introduced risks that could impact users across research sites and patient communities.

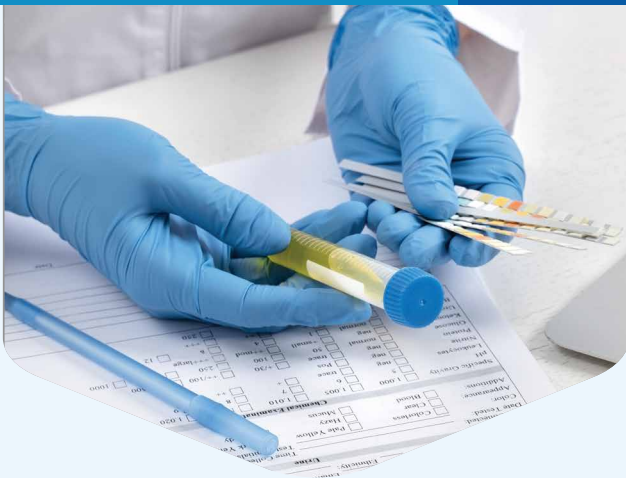
✔ **Fragmented Clinical Trial Processes:**

Disconnected workflows for recruitment, consent, and data tracking caused inefficiencies and inconsistent experiences across sites.

✔ **Limited Patient Engagement:** Patients and families struggled to stay informed, provide consent, and remain engaged throughout the trial.

✔ **Complex Regulatory Requirements:** Meeting HIPAA, GDPR, and global clinical research standards.

✔ **Data Integration Across Systems:** Varied EHRs, referral networks, and monitoring tools required seamless integration and secure data exchange.



Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the project to include:

LANGUAGES

- Selenium
- JS

PLATFORMS/SERVERS

- Azure DevOps
- Reflect Tool

INTEGRATIONS

- Postman
- JIRA
- Confluence
- Zeplin
- Bitbucket

About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications, including iOS and Android development.

Solution Highlights

Telliant's QA team quickly gained comprehensive knowledge of the client's system using a proven knowledge transition framework. Within a short period, the team identified critical issues, improved processes, and established trust with the client's development teams.

- ✔ **Requirements Tracking:** Used JIRA and Confluence for requirement and defect management.
- ✔ **Agile QA Team:** Formed a cross-functional QA team working closely with client developers in agile sprints.
- ✔ **API Testing:** Implemented Postman to validate new and updated APIs.
- ✔ **Feature & Regression Testing:** Created focused test cases for new features and performed regression testing.
- ✔ **Defect Prevention:** Reviewed pull requests to catch and resolve issues.
- ✔ **Automated Testing:** Ran regression suites in Azure DevOps to ensure stable releases and to track failures.

Insights and Results

A partnership with Telliant delivered measurable performance and QA improvements to strengthen the client's confidence in their platform and processes.

Delivered 100% defect-free releases across sprints and hotfixes. Increased automation coverage by 60%, improving reliability. Reduced manual testing by 40%, speeding release cycles.

