
LIFE SAVING QA



HEALTHCARE & MEDICAL



St John of God, a healthcare organization running and managing 19 hospitals across Australia, New Zealand and Papua New Guinea, consists of 5 QA teams all across Australia. Their QA team decided to acquire PractiTest before it will be too late. A case study to remember.

What happens when missing bugs can harm not only your business but also the lives of others? A case study that will give you some perspective

The Challenge

The main challenge of the testing team at St John of God was to catch bugs before it was too late in the process, or even worse - before being released to their production systems. This was made even more difficult by the fact that the majority of the testing was done by the business users themselves

without any structured system or process to follow.

Prior to using 'PractiTest' they were managing their testing with Excel spreadsheets, and test status was reported via emails.

After trying to understand how to improve their process, it became clear to them that as part of this better process they also needed a better solution to manage all the tests and the runs of their team, and to integrate this with their existing bug tracking system, Jira.

The Solution

According to Emina Ramic, Test Manager at St John of God Healthcare, PractiTest was “Easy to use, very affordable, fast, intuitive, and has the BEST Support Team on the planet!” “The main shift seen from using PractiTest is that Testing has gained a reputation as an activity that delivers great benefits to our business, and is worth investing money into” continues Emina.



She mentioned QA cycles are now faster, and defects are well managed using PractiTest’s integration with JIRA so that coordinating multiple teams across the country on a single project has become easy.

“Even though we are not a software development shop, multiple teams are using PractiTest to store/re-use and share their scripts, run their testing, report on test status, etc. Even our medical staff are keen to use PractiTest for UAT after trying it once”

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St John of God Healthcare has only praise for PractiTest both for its functionality and support. “PractiTest has all the functionality you’ve ever wanted to successfully run and manage



your testing. In addition, they have always been super-fast and reliable and

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till this day it never let us down, none of that annoying & time-wasting stuff" Emina continues "However, in all the greatness and user-friendliness of PractiTest, the true star of the show is its Support Team. Unlike many other tool vendors where you send a simple

query then wait for days to hear back from them, and even when you finally hear back the answer actually doesn't answer your question in the slightest, PractiTest saves you from all that time and money wasting, frustrating nonsense. The PractiTest Support team hears you the first time and answers your question straight away, and the only thing you need to do is click on a little 'chat' icon."

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