

# Annapolis, Maryland based company provides the most clinically robust web-based EHR software for psychiatrists and other mental health professionals

Ensuring performance and Quality of Software Product through manual and automated test cases

## Engagement Overview

Crownstack engaged with ICANotes from 2022 as their Staff Augmentation Partner to offer its testing and quality assurance services to ensure better user experience for end users and to increase feature release velocity by ensuring all quality related checks are done timely.

## About the Customer

ICANotes is the premier EHR for the behavioral health speciality. Customer has a software product with the same name which is the most clinically robust web-based Electronic Health Records software (EHR, EMR) for psychiatrists and other mental health professionals. ICANotes helps clinicians make computerized patient notes and records without typing or dictating. ICANotes is web-based, so you can connect to your behavioral healthcare records from any computer with an internet connection. The software product has a doctor facing admin interface as well as a client or patient facing interface to manage all related activities.



Industry	Mental Health Care
Company size	=>50

## Business Challenges

- The customer wanted to upgrade their product from an old legacy code base to new stack and therefore it was important that upgraded application has all old features working as it is ensuring the end users are not affected by upgrades
- The customer wanted to minimise dependencies on third party vendors for payments, calendars and other legacy technical solutions which were not cost effective. Therefore it was important to ensure the newer solutions implemented do not affect application functionality or performance while providing cost benefits.
- Customer wanted to engage a team who could ensure quality of product and who could establish better test practices in engineering team

## Business Solution

Our quality assurance team worked with ICANotes' engineering team in unison and set up a manual as well automated test suite.

- In Phase 1, Created a manual test plan and documented all test cases covering major features and workflows in application
- In Phase 2, Set up an automated test suite for the product using Rainforest No-Code automation tool
- In Phase 3, our Quality team started contributing in feature planning stage and providing insights which resulted in better sprint planning and execution reducing times to delivery and overall efforts

## Technology Stack

Manual Testing	Testrails
Automation Testing	Rainforest NO-Code Automation
Workflow	JIRA, Slack, Github, Figma Designs

## Business Outcome

- Better end user experience due to reduced efforts and smooth transition from legacy system
- A better performing application due to efforts in performance and usability testing
- Tightly integrated engineering and QA teams while working in remote and agile environments
- Test reports being generated to show overall health of the system

## Further Links

[Learn More About Crownstack's Offerings](#)

[Learn More about ICANotes](#)