



## SureTest

Automating Update/Upgrade Testing for EMRs  
and Other Applications



## Automating Update/Upgrade Testing for EMRs & Other Applications

### Why This Spotlight?

Provider organizations regularly need to upgrade and update their IT applications. Testing to ensure previous workflows remain intact is a monotonous, manual process that diverts resources from patient care. SureTest's automated testing tool streamlines the testing process and significantly reduces staff hours devoted to testing. This report examines customer experiences to see how SureTest is helping provider organizations gain valuable hours by automating this testing process.

### What Does SureTest Do?

(A Customer Explains)

"SureTest has automated our integrated testing for upgrades and other projects. They recorded what we did, put it into their system, and made it so we didn't need to do integrated testing. Their system does it all and lets us know whether the technology passes or fails. If we need to figure things out on our side, or if the vendor's system has changed, SureTest fixes those things." —Lead IT analyst

### Bottom Line

Users of SureTest are generally highly satisfied with the product. This high satisfaction stems from SureTest's ability to produce high ROI by automating upgrade/update testing, which frees up time and employees. Many users initially struggle with fully trusting the product, but these feelings usually subside with time as the system demonstrates high accuracy, ease of implementation, and adaptability and as SureTest delivers strong script expertise, proactive service, and support.

### Key Competitors (as reported by SureTest)

314e, CTG, iMethods, offshore labor arbitrage

### Number of Customers Interviewed by KLAS

6 individuals from 4 unique organizations (out of 4 unique organizations provided to KLAS)

### Top Reasons Selected

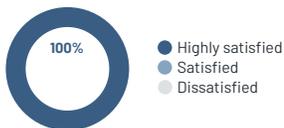
Automation, large script library, custom scripts, few other vendor options, credibility from history under Santa Rosa Consulting

### Survey Respondents—by Organization Type (n=4)

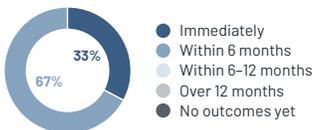


## SureTest Customer Experience: An Initial Look

### Overall Customer Satisfaction (n=6)



### Time to See Outcomes (n=6)

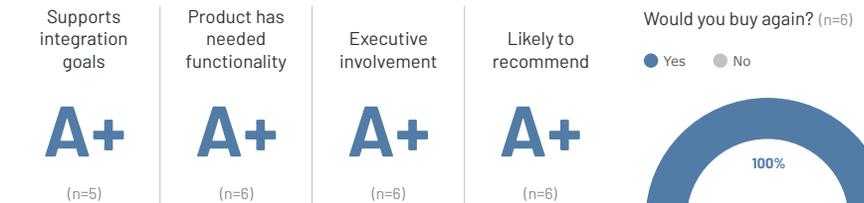


### Outcomes Expected by Customers



- Significantly reduces time spent and employees assigned to testing
- Brings immediate awareness of broken features
- Reduces test-related error rates

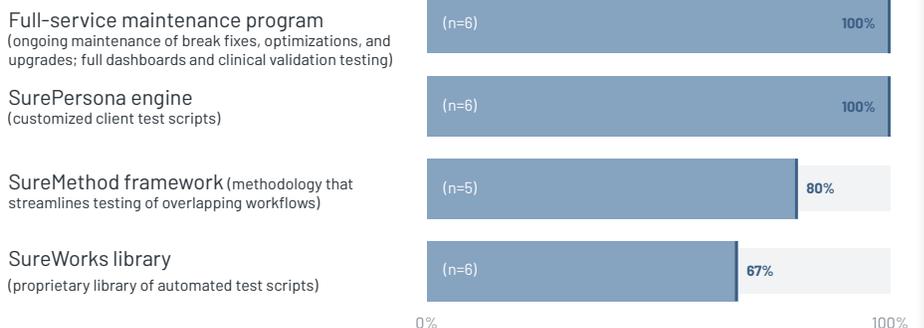
### SureTest—Key Performance Indicators (1-9 scale)



Grading scale				
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

### Adoption of Key Functionality

Percentage of interviewed customers using functionality



## Strengths

Very strong, adaptable support



*"SureTest's customer support is really good. We opened a new department, and that was a script we hadn't provided, but SureTest was very adaptable. Their support and willingness to bend over backward to ensure they are providing the best service they can is phenomenal. I wish other vendors were more like SureTest."*—Manager

Straightforward implementation with follow-up



*"Setting [the solution] up was straightforward. SureTest came on-site, met with analysts, ran through the test-group workflows so everyone understood, and plugged everything in. Then SureTest came back to verify the system was working. Whenever a test group fails, SureTest emails me, and within the same day we usually get back on track."*—Lead EHR analyst

High proactivity in keeping systems updated and scripts ready



*"SureTest is always one step ahead of us. If they know we are going to a certain upgrade, they have already made those updates within our EMR system and are ready to run our scripts. If it is a standard foundation, they already have those updates. We don't need to be concerned."*—Manager

## Opportunities

Many customers express initial hesitancy to trust the testing scripts



*"Some teams were hesitant to let go of their testing. I would tell a peer not to hesitate to hand over their test scripts. People should be aggressive about turning over as much as they can. Initially, some teams were hesitant and still felt like they had to manually test, but using the system has been effortless."*—Lead analyst

Some customers say proactive outreach from the vendor about new offerings is low



*"SureTest could improve their outreach. They are working on what they can do there. Knowing their customers and healthcare's common needs, the vendor could make more offerings. I don't mind vendors coming to us, but that doesn't happen often or at all. They know if I need something, I will ask them."*—Manager

Vendor's growth sometimes causes slow responses



*"[SureTest is] sometimes slow to respond, but not often. SureTest is growing as a company, and they are working with other customers."*—Director

## KLAS' Points to Ponder

SureTest provides a platform and service to automate application testing for enterprise system upgrades or updates. The system enables healthcare organizations to reduce IT staff overhead for testing of updates, which may happen several times a year. That will likely provide an ROI while also reducing the time it takes to find and fix software update issues. SureTest provides a library of application test scripts as well test script customization to ensure high levels of testing capabilities.

Organizations should consider the following:

### The Solution's Long-Term Viability in Healthcare

As enterprise healthcare applications (e.g., EHR, ERP solutions) become broader and more sophisticated in their functions and features, the ability to test upgrades and updates effectively and efficiently grows more critical. Solutions that automate application testing processes will become necessary components of provider IT environments to reduce associated testing costs while also resolving test issues associated with application builds or workflow changes. SureTest currently supports both Cerner and Epic enterprise solutions and is well positioned to be competitive and successful in this market.

### Impacts and Trade-Offs of the Underlying Technology

SureTest uses the Eggplant AI application testing platform. The AI component of this platform enables SureTest to effectively evaluate and monitor application issues that may impact

application builds or changes to application workflows. The Eggplant product also provides robotic process automation (RPA), performance and load testing, and UX optimization support. SureTest has developed a library of standard application testing scripts that allows for rapid implementation of application testing. The Eggplant platform also allows SureTest to create custom scripts for sophisticated application environments.

### AI-Based System Test Environments

Healthcare organizations must implement and maintain application test environments to ensure that updates and upgrades can be transitioned to live operations with minimal impact on operations or patient safety. This is a process that adds overhead to the provider workforce several times a year. Key considerations for improving application test environments are the use of AI/RPA to standardize and automate test processes and



### Mike Davis

HCIT market research and analysis expert with 40+ years of experience

the documentation of all testing issues found after an update. A review of test failures can inform future build and implementation of applications and workflows.

### Healthcare-Focused vs. General Industry Application Testing Solutions

Healthcare organizations could easily acquire and implement general industry application testing solutions, such as Eggplant, to extend their application testing capabilities. Buying a general industry application will require the organization to hire and train staff to maintain the testing environment. The ROI from acquiring and implementing a general industry solution would likely be lower than the ROI from a solution that is healthcare focused. Solutions such as SureTest's that are designed, supported, and implemented by experienced healthcare professionals should have more efficient implementations and quicker ROIs.

# SureTest: Company Profile at a Glance

## Founders

Laura O'Toole, Mark Scruggs,  
David Brewer, Tom Watford

## Year founded

2020

## Headquarters

Franklin, TN

## Number of customers

5 live, 16 in negotiations  
(6 in final contract stage,  
10 with high probability  
to close within six months)

## Number of employees

20

## Estimated revenue

Estimated revenue of \$4M in  
2021, self-forecast of revenue  
more than doubling in 2022

## Funding

Self-funded through June  
2020, then completed an angel  
round (undisclosed amount)

## Revenue model

SureTest's revenue model  
is based on a three-year  
subscription to managed  
services that include  
development, customization,  
and maintenance

## Target customer

Hospitals, health systems

## Healthcare Executive Interview



Laura O'Toole,  
CEO & Co-founder

### Why was your company started?

Santa Rosa Consulting launched their intelligent automation practice, now SureTest, a standalone company, to support our healthcare clients' shift to a remote workforce and to solve the problem they were facing with requirements for frequent EHR and related system testing and automation. Validating the integrity of systems and their interconnectedness is a tangled, messy burden that takes time, drains resources, and hurts morale—a cost no health system can afford. SureTest brings a reliable, cost-effective managed solution to automate validation across the IT landscape and deliver significant ROI back to our clients.

### How would your customers describe your solution?

SureTest is a solution that jump-started our test automation program. SureTest's expert methodology, combined with their test script library, emulates the end-user experience and validates workflow integrity during new implementations, frequent system upgrades, and day-to-day fixes and optimizations. The turnkey managed service solution has given back thousands of hours each year to our analysts and end users so they can focus on other strategic initiatives. Also, the solution's development platform is Eggplant (proprietary), and SureTest implements business associate agreements and complies with HIPAA, but because it uses test data in a test environment, it does not have access to protected health information.

### Is your solution integrated into a core system (such as the EHR), or is it standalone?

The SureTest solution is a standalone solution that augments the required testing for IT platforms typically used in a health system (e.g., EHR, ERP, human capital, etc.). Our solution doesn't integrate with or affect any clinical workflows in a direct manner, so it does not support production clinical workflows or processes. The system is, however, unique in how it integrates with applications to perform testing. It emulates the end-user experience rather than directly manipulating user interface elements or bypassing the user interface altogether.

### What is SureTest's biggest differentiator?

We provide the most extensive library of automated test scripts, which jump-starts our clients' customized workflow library. The solution automates the testing of each workflow within an organization to provide end-to-end integrated and regression testing. Our clients achieve and receive ongoing maintenance of continuous testing, real-time reporting, and audit documentation.

- Enables clients to take all quarterly EHR releases and fixes available to them
- Eliminates over 80% of manual testing activities
- Frees up staff time to focus on more strategic initiatives and improves morale
- Eliminates the risk of insufficient testing often caused by competing priorities
- Significantly reduces the overall timeline and cost of a new EHR implementation when done in parallel

# Report Information

## Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS's best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to [klasresearch.com/faq](https://klasresearch.com/faq).

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## Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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## Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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