CASE STUDY

Re-imagining ValidationMaster

A Leading Digital IV&V SAAS Leader

Gleecus TECHLABS
Forward Thinking Digital Innovation

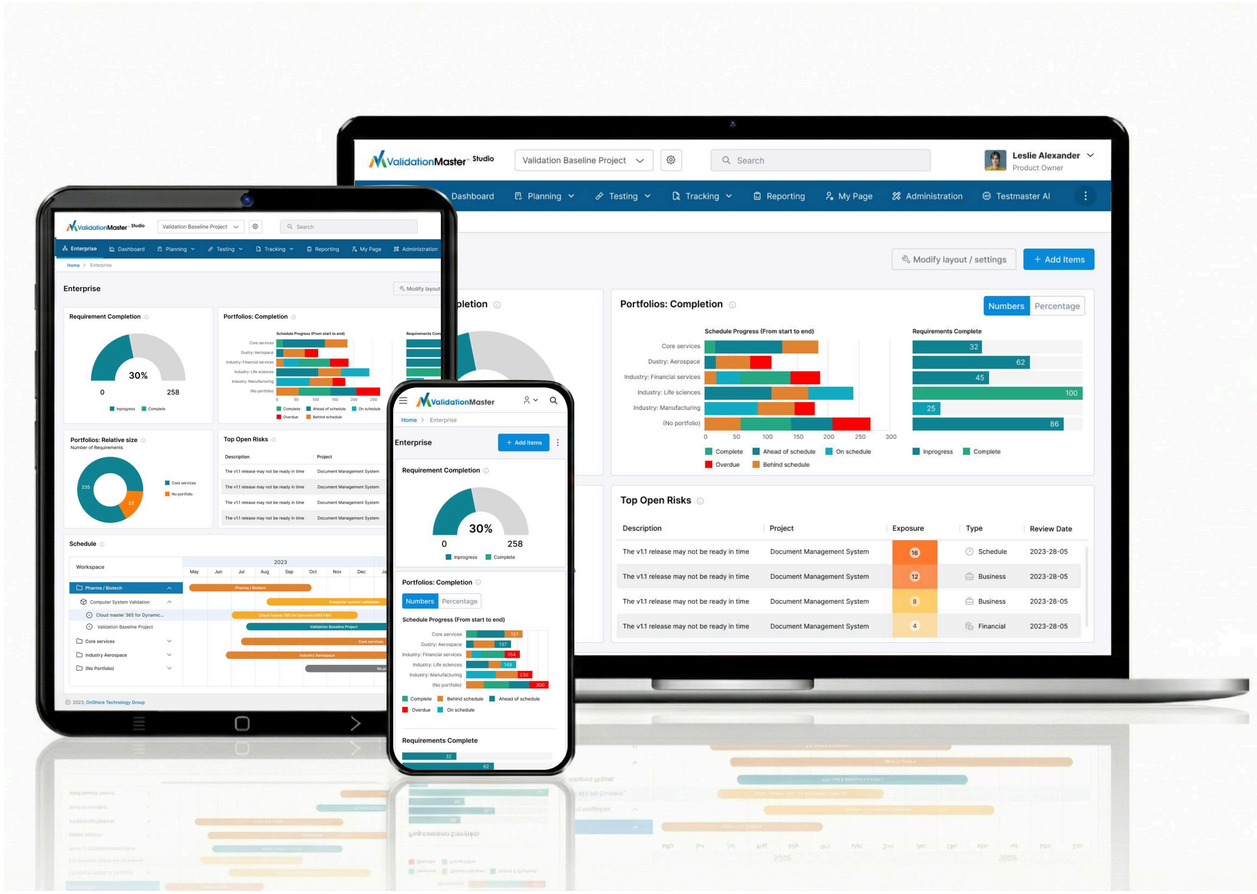
+ ValidationMaster

About the Customer

ValidationMaster is a comprehensive cloud-based Lean Enterprise Validation Lifecycle Management and Quality system designed by Onshore Technology Group (OTG), a global independent IV&V firm based out of Chicago specializing in products and solutions for FDA-regulated Life Sciences companies.

ValidationMaster is a commercial off-the-shelf solution designed for Life Sciences companies exclusively to manage their software, equipment, laboratory, and process validation projects and documentation. ValidationMaster dashboards provide actionable validation intelligence on validation status that covers strategic modules like requirements, incidents, approvals, budgets, audits, etc of the validation projects.

OTG has chosen Gleecus as the development partner to modernize the ValidationMaster product offerings thereby increasing the reach and impact of the software.



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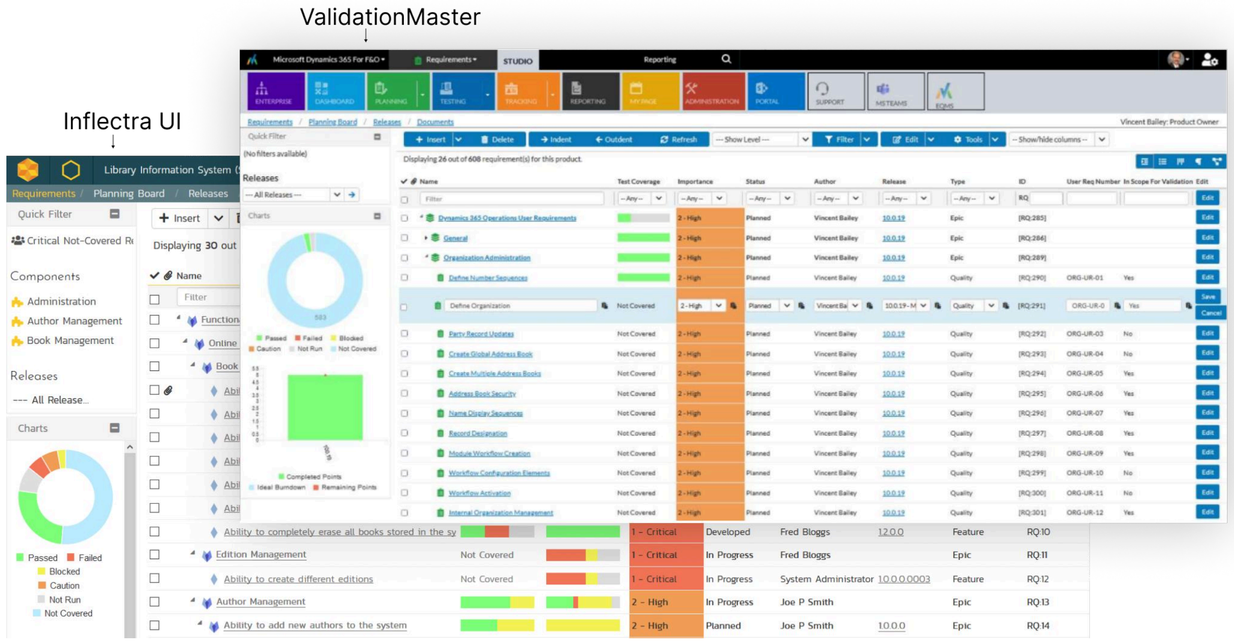
🎯 Challenge

- OTG has acquired the software and license from another company and has leveraged the codebase for ValidationMaster to suit the requirements of the Life Sciences vertical.
- The codebase kept getting bigger and bigger with each addition and is becoming next to impossible to maintain and ship the product roadmap features as planned.
- The acquisition happened in 2009 and over the years, new features and third-party integrations have been built on the ValidationMaster codebase as part of its service offerings.
- The codebase is built using software programming technologies and architecture/design patterns that are now outdated. This is lagging the development pace and is limiting the business to enhance the product features or touchpoints.

- As the new features got piled up on the old codebase over the years the user experience of the dashboard went for a toss. The user interface has started showing its age and looks distinctly different from the new-age dashboards.

- With the in-house tech team reserved to run the IV&V projects for the customers, there is shortage of dedicated bandwidth to run and maintain the product. On-and-off partnerships with onsite and offshore technology firms didn’t prove to be of much value.

- The legacy codebase faces the challenge of end of support and it is imperative more than ever to modernize the codebase.



Solution

- Using our team’s expertise with enterprise software solutions and product development, Gleecus has helped the customer to modernize their entire application within their timeline and budget and without missing the planned product roadmap features.

- With the team spread across both shores, the “follow-the-sun” model is embraced which drastically reduced the lead time and the risk of having information sylos with OTG.

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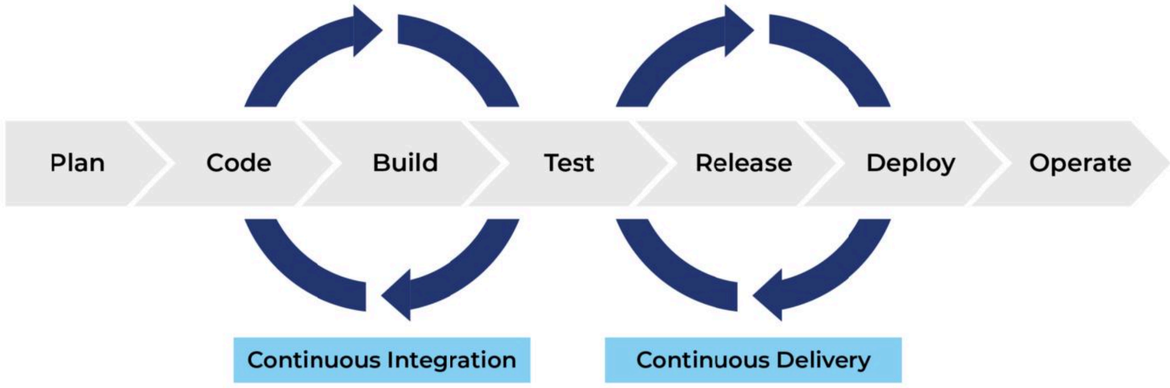
- The first 4 weeks after the first few members are onboarded to the team was spent in stakeholder interviews, code walkthroughs, and documenting the understanding of the product suite. This helped a great deal for the lateral entries to the team to have a better functional and technical understanding of the product.

- The next 4 weeks were spent in setting up the agile-based sprint development process which was non-existent all the years. Azure DevOps is leveraged to handle project management and documentation with detailed plans laid out for the first development phase with two milestones.

- Long-standing issues and delayed product features were prioritized as part of the first milestone of the development phase.

- With CI/CD pipelines and automated build processes implemented in Azure DevOps shipping the signed and verified builds to the end-customer environments became a breeze.

- Apart from development tasks, automation testing practice is introduced in the development. Having automated scripts has drastically increased the code coverage and robustness of the application.

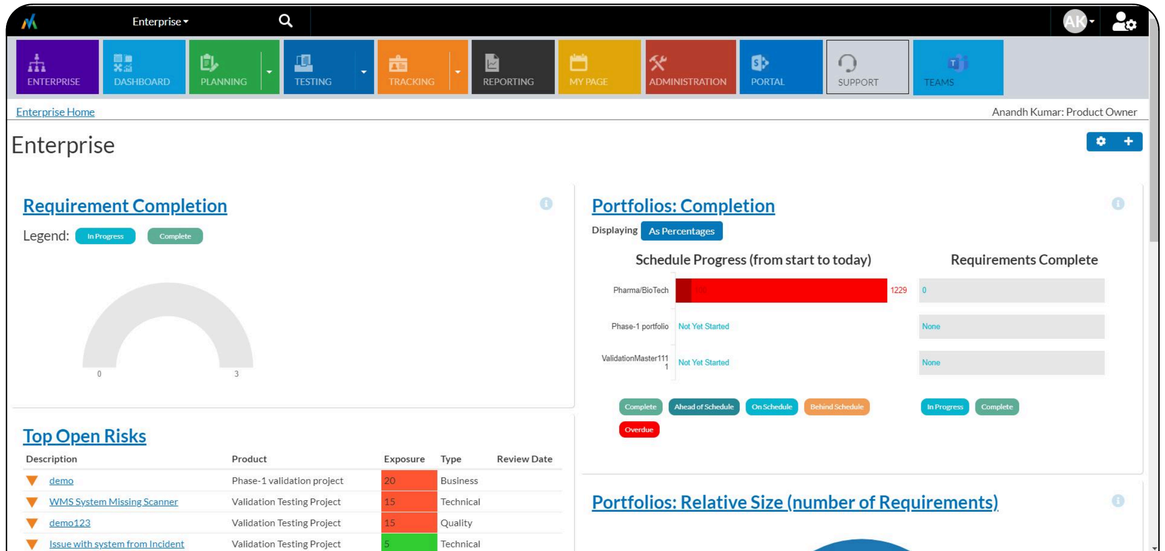


- In a separate track, UX/UI overhaul discussions were started and the Gleecus team was ready with approved revamped designs for the product by the end of the first milestone.

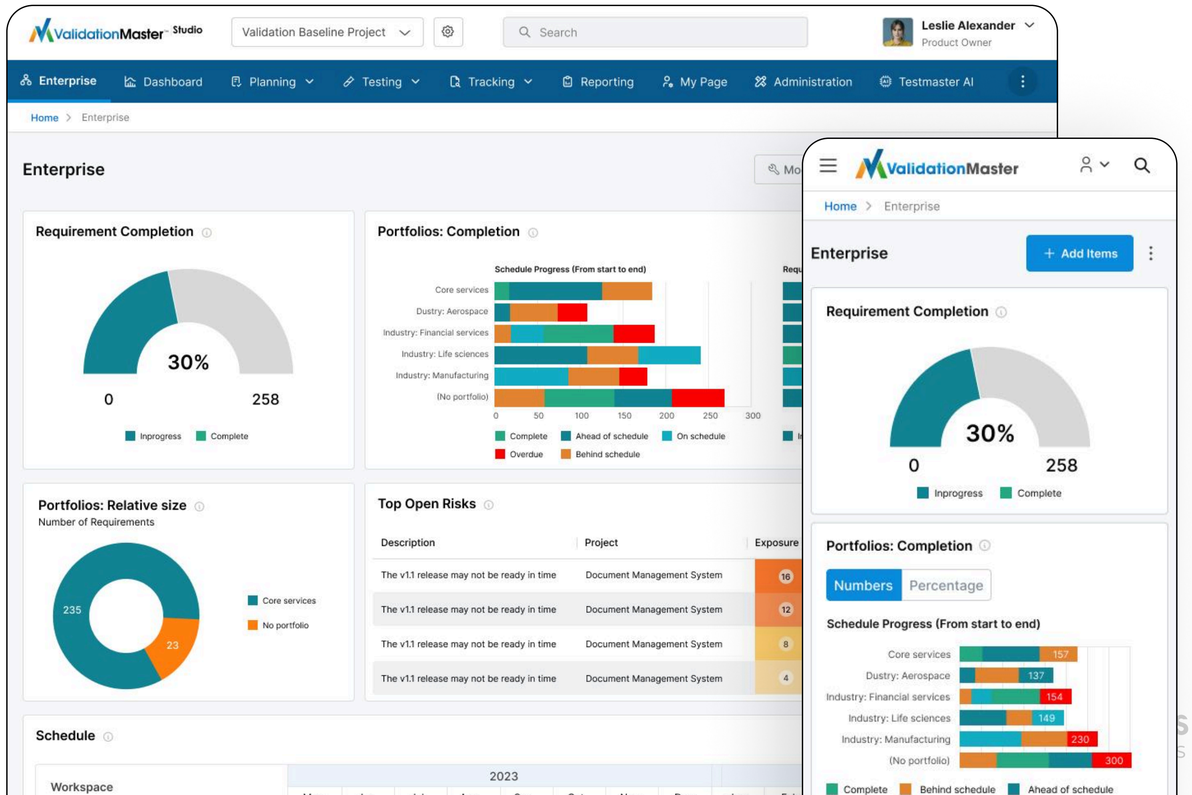
- The first milestone features were launched on time which helped manage the expectations of the existing customers.

- Immediately after the first major launch, development for the second milestone has started focussing on revamping the application with the enhanced UX/UI. The revamped product was launched to the customers as a Holiday upgrade.

Old GUI



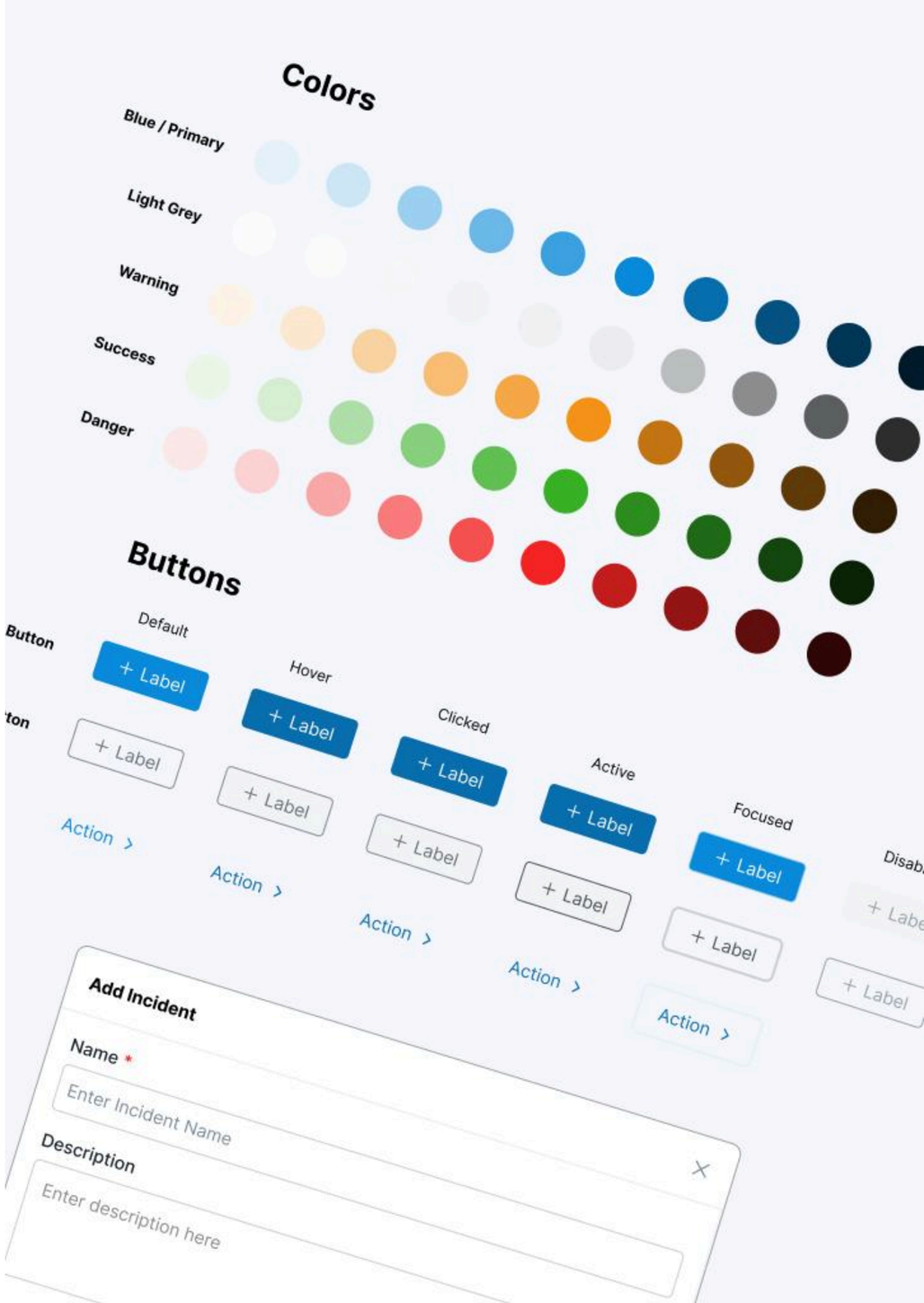
New and Improved fully responsive modern GUI



- Following the UX phase, we delivered a comprehensive and fully structured UI blueprint that outlined design patterns, interaction models, and visual guidelines. This equipped the engineering team with the clarity and direction needed to begin development efficiently and consistently.

- While managing the existing customers with a stable and modern-looking application, Gleecus has launched a parallel development stream focussing on rebuilding the product from scratch

- With air-tight planning and impeccable execution, Gleecus has completed and launched the modern version of the product as the legacy platform was decommissioned in phases.



Impact

- With a stable and modern-looking product, OTG was able to add more logos to its Clients.
- A certified internal development process and robust feature set have opened new doors for OTG to reach out to enterprise customers.
- New touchpoints on mobile and tablets and easy-to-use workflows helped to increase the adoption rate by two-fold with the existing customers.
- The modern application architecture helped the product add more features and stay ahead of the curve in the competitive market.

Impressed by what you've seen?

In need of a Digital Innovation Partner that helps create real impact?

Reach out to us at **hello@gleecus.com**
and let's craft brilliance together!

What is Gleecus?

Gleecus TechLabs Inc. (referred to as Gleecus) is a **Forward Thinking Digital Innovation Company** with deep focus areas on Cloud, Data, Product Engineering, AI and Talent.

Gleecus is one of the fastest growing IT innovation partner for Startups, SMEs and Enterprises globally.

We combine Strategy, Technology Expertise, User-Experience Prowess and LEAN Delivery Processes to help our customers and their products/solutions reach their business goals in time. Every time!

FORWARD THINKING is at the core of our business values, our consulting approach and our internal workforce. This also makes us the right choice for Enterprises on their path for Digital Transformation.

Gleecus TECHLABS
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aws PARTNER

Thank you

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