

Zensar's Testing as a Service:

One Stop Testing Solution for the Hi-Tech World

Digital Transformation Story of a
Fortune 100 Hi-Tech Organization

Case study



Customer Profile

A global Fortune 50 organization, Our customer is a major network equipment and services supplier who delivers millions of parts annually, managed through a network of depots world wide. It oversees service lifecycle management, optimizing logistics and driving strategies to maximize efficiency at an enterprise level

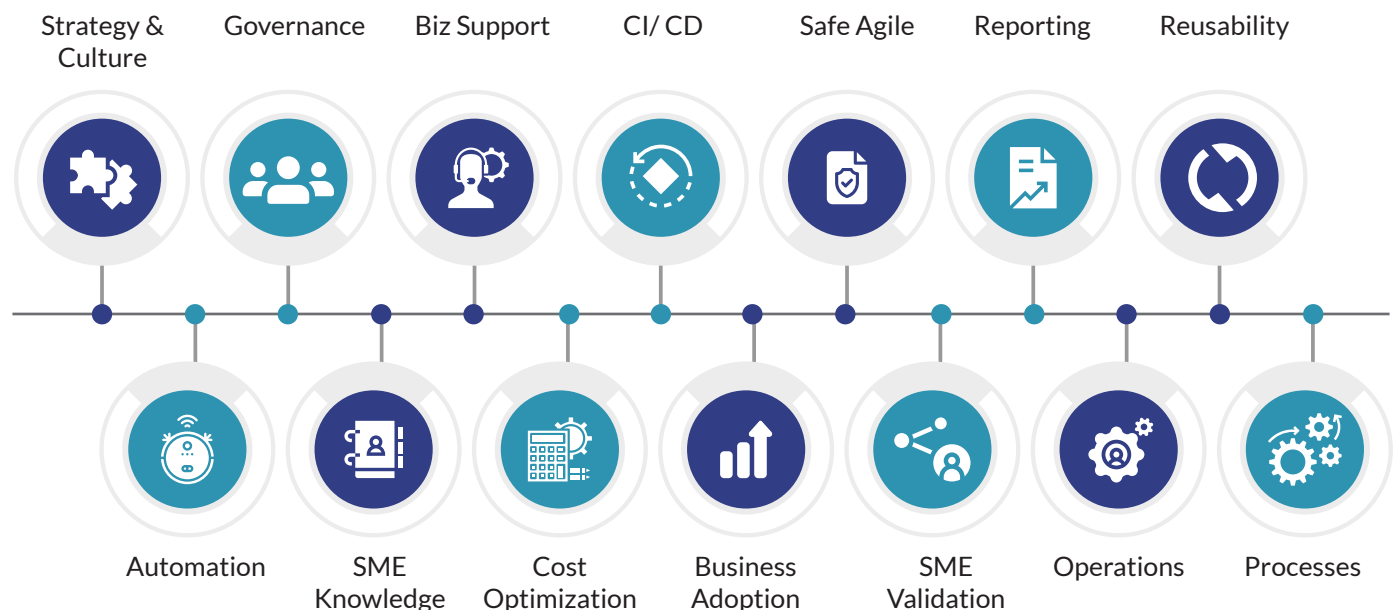


Problem Statement

- Complex system with multiple integrations and having multiple cross functional and cross platform dependencies
- New capabilities or enhancements required to be tested extensively and certified by SMEs to ensure complete end to end flow working. This involved multiple time and resource based challenges
- The client had to integrate multiple user groups having different roles to orchestrate the end to end service supply chain business
- Evolving production system creates the need for continuous training and adoption and feedback analysis for the global user community



Engagement Drivers / Zensar strategy and focus



Strategy & Focus

- Proven Business Outcome through industry best practices and methodologies
- Digital transformation partner fueling innovation for End to End Business Operations
- Transparency driving Technology initiatives and Operational Excellence
- >95% Talent retention ensuring commitment to domain and technical expertise

Testing As a Service

- **Quality Assurance:** Scrum, SIT, E2E testing
- **Business Testing:** BAT, UAT, Smoke test
- **Automation** driven Testing
- **Data Mining** through utility tool
- Proactive **defect avoidance** through automation driven CICD model
- **Realtime DSR** powered by Zensar IP "ADORE"

Process, Tools & Technologies

Outcome over Process -- Created and modified processes which accelerated positive outcome to enhance quality

- **SaFe Agile** driven digital assurance process
- **ISO Quality Gates** process with well defined Entry – Exit criteria
- **Audits** to ensure Process compliance
- **Rally** for comprehensive Test and Defect Management
- **Diverse platforms:** PEGA, JAVA, Oracle, Mule Soft, SFDC, MongoDB
- **Integrated cross track validation:** Order creation, Order Fulfilment, Finance, Source to Stock, Export Compliance, Planning, Repair process, License transfer, Entitlement
- **Automation Tools:** Selenium , OATS ,Git, cucumber, TestNG

Impact Achieved

- **100%** Milestone Achievement every quarter
- **> 92%** production defect removal efficiency (DRE)
- **Value realized through automation:**
 - 40% reduction in testing timeline
 - 20% value realization/cost avoidance
 - 65% reduction of regression test effort

Other benefits

- **> 2500** test cases executed every quarterly release
- **> 300** defects logged every release
- **100%** Execution completion ahead of the schedule
- **> 85: 15** => Pre UAT : UAT ratio
- **Zero P1/P2** Post-Production Defects

Strategic Initiatives Accomplished

- Transformed the organization from traditional manual testing to automation driven testing
- Quality accountability is integrated viz optimized single team model cutting across business and IT

Zensar's End to end Testing & Quality engineering solutions have enabled our customers to transform from traditional to digital enterprise. Focused to develop innovative & differentiated solutions to provide secure, cost effective, faster and better solutions to customers resulting in enriched end use experience. To know more connect at marketing@zensar.com



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At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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