

# Implementing testing solutions for improved defect removal efficiency for a service supply chain





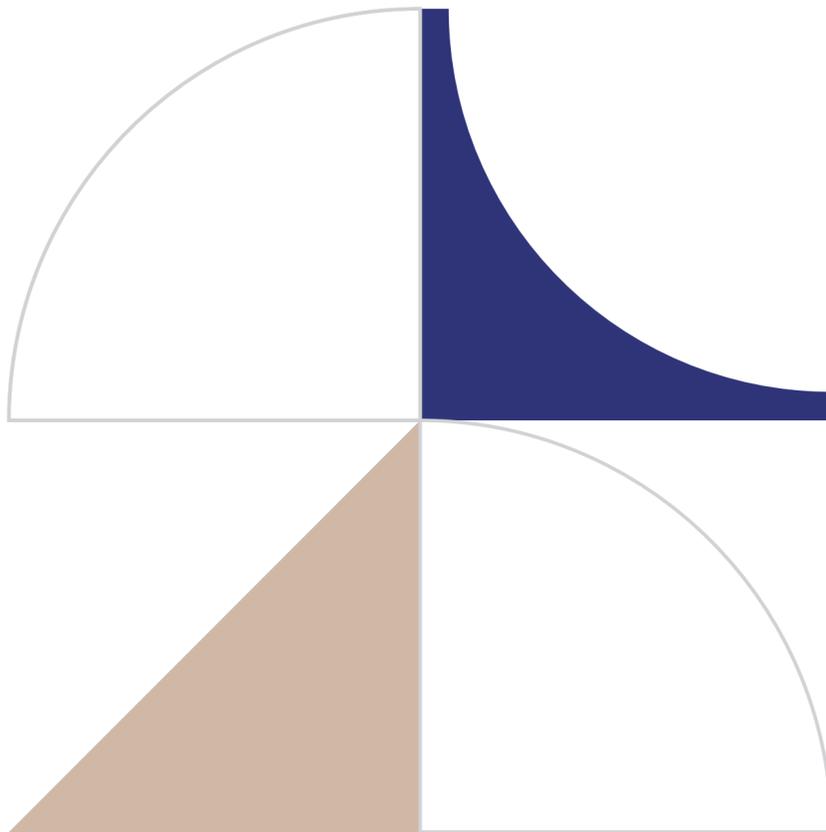
## Overview

A global Fortune 50 organization, the client is a major network equipment and services supplier that delivers millions of parts annually, managed through a network of depots worldwide.

Organization Size: **77500**

Country: **USA**

Revenue: **\$50 Billion**



## Challenges and Goals

The client's service supply chain had multiple integrations, cross functional, and cross platform dependencies This involved multiple time and resource-based challenges. Key challenges and requirements were:

The new capabilities or enhancements were required to be tested extensively and certified by SMEs to ensure a complete end to end flow working. The client needed help to transform from heavy manual testing to automation driven testing in a Dev-Ops model.

The client had to integrate multiple user groups having different roles to orchestrate the end-to-end service supply chain business. The evolving production system created the need for continuous training and adoption, and feedback analysis for the global user community.

The client envisioned a solution to transform from heavy manual testing to automation driven testing in a Dev-Ops model.



## Solutions

We conducted a joint Architecture Review of the framework, that would enable execution from two different testing tools-Selenium for Pega and OATS for Oracle Apps. Our efforts largely focused on:

- Building a Java portal to execute both these tools on a single click, as well as a dashboard with summary report and logs for each execution
- Providing a range of services including but not limited to: scrum testing, SIT, E2E functional validation, automation, data mining through utility tool and realtime daily status report powered by Zensar IP "ADORE"
- Defect management and issue prioritization, for quick resolution of production defects, saving long term support cost
- User experience and user adoption by establishing a close partnership with business users and adhering to testing best practices even in short sprint cycles



## Business Impact



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 for every release

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