zensar

A phased move to automated quality

How we helped a worldwide leader in IT and networking operate with improved quality and speed, through QE

Case study

Overview
Networking efficiently

Being a global leader in innovative software-defined networking, cloud, and security solutions, our client's logistics and operations were widespread and complex. We helped improve efficiency in operations through our quality engineering partnership, enabling nearly 50% faster time to certifications. In addition, our three-phased approach produced a more mature quality engineering strategy.

Challenges
A man(ual) problem

Our client was heavily reliant on manual testing when we joined forces. Processes and systems spanned across disparate landscapes of applications – from Pega to Oracle and others – over their lifecycle. There was also a lack of centralized visibility on the processes, making any cost or time leakages difficult to identify and correct. These issues resulted in lower efficiency and prolonged testing cycles, leading to delays in obtaining certifications and, subsequently, releases.

Solution
Gearing up for automation

Our approach would address all of our client's existing challenges and drive further efficiency. We planned the roll-out in three phases and carried out various undertakings for a more efficient system.

Phase 1: Shifting from manual to automatic
- Covered 30+ application automations via Pega suite
- Executed B2B integration with end-to-end automation scripts to ensure order flows via shipping and receiving process
- Set up a dashboard portal for scheduling automation scripts, execution, reporting, and data mining
- Implemented automation-driven testing in a dev-ops model

Phase 2: Optimizing and centralizing
- Engaged with the project team from the initial phase of architecture review of framework, which enabled execution from two different tools (Selenium for Pega and OATS for Oracle apps)
- Defined Git code merging process to manage conflicts and streamline reviews
- Maintained entire project test repository in automation rally space and aligned to scrum timelines
- Built a Java portal to execute both tools with a single click, enabling dashboards with summary reports and logs for each execution

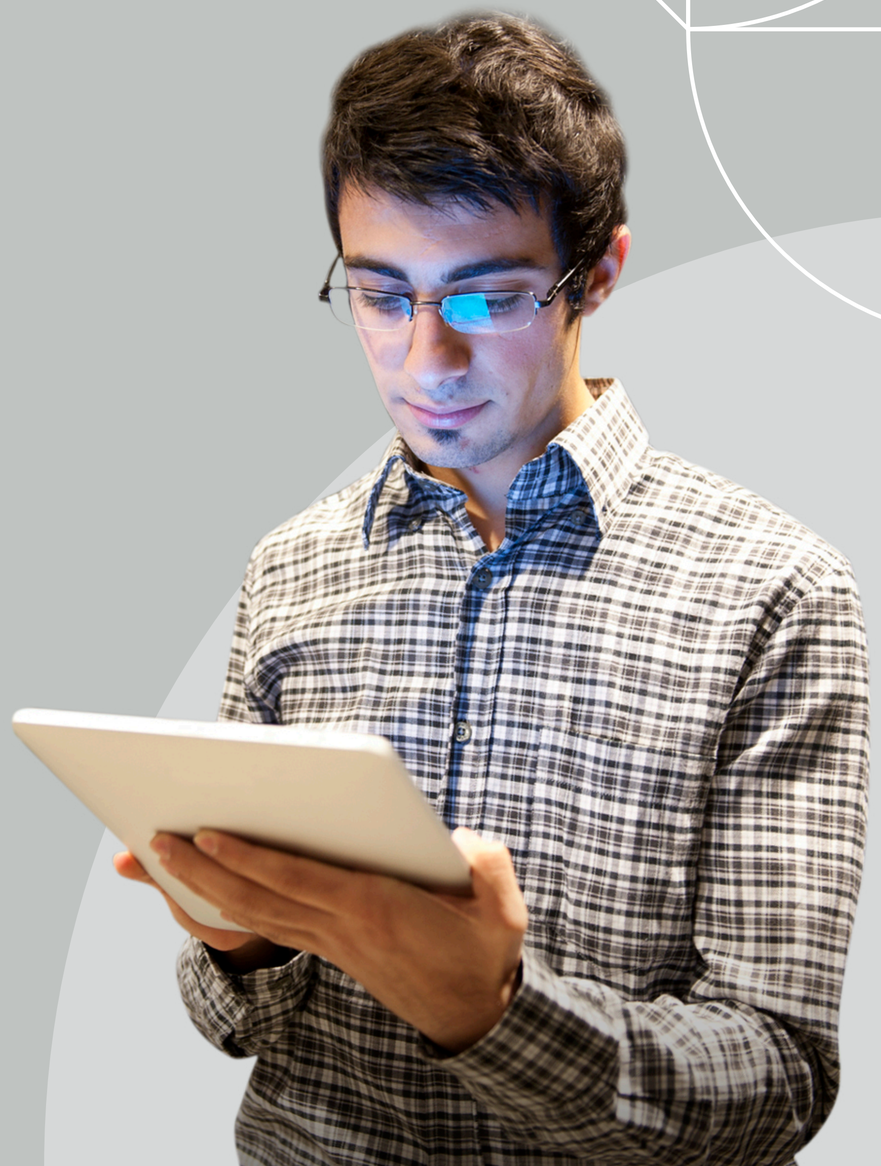
Phase 3: Moving from DevOps to DevSecOps
- Eliminated defects and time loss by running SIT suite
- Continuous running of regression suite to aid CI/CD transformation
- Enabled proactive vs. reactive regression
- Kept testing artifacts up to date with dynamic testing asset maintenance

Impact
A ‘certified’ effect

Our efforts resulted in:

- Automation of B2B transactions which constituted over 90% of all transactions
- More than 65% reduction in regression test effort for every release
- Above 90% production, defect removal efficiency (DRE) maintained throughout the year
- Around 35% automation maturity at an overall organizational level leading to approximately 20% value realization and cost avoidance
- A 40% reduction in testing timelines
- Increased business continuity and confidence by moving to the CI/CD model

Our augmentations reduced timelines and defects, allowing our client to confidently apply for certifications nearly 50% faster and maintain its position as a global leader.



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