

**ZenSár**



**CASE STUDY**



## How did Zensar bring about the visible transformation?

The client **partnered with Zensar for End to End Product Testing** – We built and implemented robust Product Testing Strategy and Framework for complete End to End Testing of entire Product implementation – including customization, upgrade and integrations across digital application landscape - web/mobile, inventory, stores, OMS, WMS, Shipping and ERP systems. The relationship is over 4 Years and ensured business continuity with high quality testing across their applications that helped client to increase online sales by 250%.

### Company:

The client is a US based specialty Retailer with many stores in US, Europe and across global locations. Also, client provides multi-channel services across globally.

### Headquarters:

New York, US

### Products across digital commerce landscape

- Oracle ATG Commerce Suite (BCC, eCommerce & CSC)
- Manhattan Associates – OMS, WMS
- JDE, EPICOR – POS & CRM
- 3PL, UPS, Adobe Scene7, Akamai, SVS, Cybersource
- Other products as part of integrations

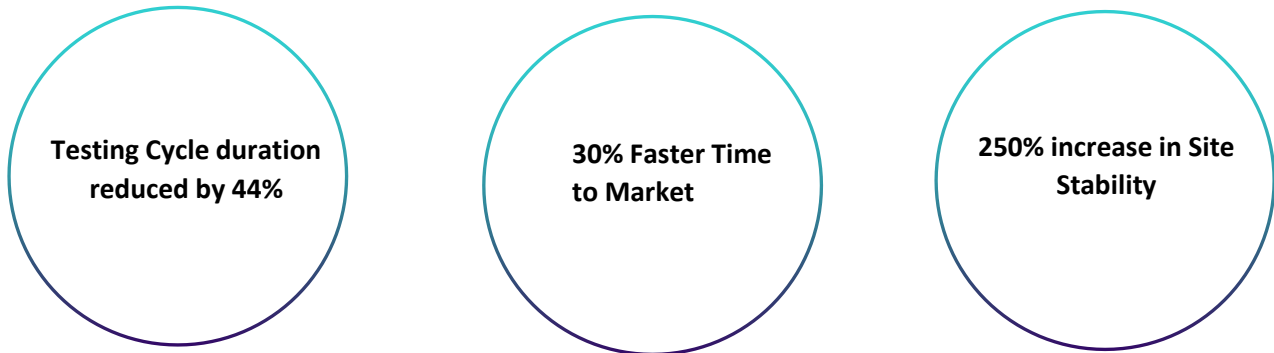
### Challenges

- Oracle Commerce suite implementation and upgrade for NA and EU regions and bring to same code base
- Goal is to simplify, standardize and globalize their business processes with all latest requirements
- Need of faster system customizations, upgrades and global rollouts (22 countries)
- Multiple projects going in parallel across programs and need to ensure End to End Testing across all systems
- Aggressive schedules to speed up global rollouts that demands for reduced Testing Cycles
- Large number of Country-Language-OS-browser-device combinations required for compatibility testing
- Complex integrations demand for detailed Testing

### Solution

- Used Zensar Rapid Product Testing Framework (ZenRPTF) to build tailored Test Strategy and Frameworks for Manual Testing, Functional Tests Automation, Services Automation, Performance Testing and Security Testing
- Use ZenRPTF accelerators to develop Test Cases for System Testing, Services Testing, System & Integration Testing, UI Testing and E2E Testing
- Zensar Product Test Engineers with rich Product & domain knowledge took no lead time to understand requirements, customizations and build User Experience and Multi-Channel workflows and Tests
- Optimized Tests for multi-channel with high re-usability
- Introduced Shift-Left Testing approach for Manual, Automation, Performance and Security Testing
- Tailored ZenRPTF Automation Framework and assets to automate tests and reduce Testing Cycle duration
- Multi-Channel End to End Testing resulted in Zero Critical Defect seepage and ensured business continuity in prod
- Test Automation resulted in significant efforts saving for global rollouts
- Performance Engineering resulted in withstanding high user load during peak seasons

## Top Benefits Achieved



- Zero Critical Defects seepage to Production
- Automated Regression Testing reduced Global Rollouts duration to 1 week from 3 weeks
- Test Execution Efforts reduced by 76% via automation
- Zensar's Product and domain knowledgeable Test Engineers, Jump Start kits helped with Day1 productivity

### **Zensar Retail Products Expertise:**

- Oracle
- SAP
- Microsoft
- IBM
- Magento
- Blue Martini
- Sterling
- Manhattan Associates
- Red Prairie
- JDA
- IBM
- Micros