

ZenSár



CASE STUDY

Digital Transformation with Zensar

The client **partnered with Zensar** for Digital Transformation. We built and implemented a Digital Testing Strategy to ensure superior omni-channel customer experience. We deployed a robust performance testing framework that helped improve digital channel response time by 70% and enhanced self-learning security checks to avoid major glitches. In our association with the client for over 6 years, we have ensured continuity in business, without any instances of critical defect leakages to production.

Company:

The client is a leading financial services group with operations in 24 countries

Headquarters:

Johannesburg, South Africa

Challenges

- Need for a better Omni-channel Customer Experience
- Issues with multi tenancy, concurrency with respect to major transactions
- Site/app performance and payments security
- Identifying the right business KPIs
- SAP upgrade with complex customization requirements
- Need for quicker system customizations and upgrades
- Speed up rollouts that demand reduced Testing Cycles due to aggressive schedules
- Heavy customization requirements for business needs
- Maintenance of multiple reporting platforms

Solution

- Assess digital maturity of the client and chart down digital test strategy
- Deliver seamless omnichannel experience through Zensar’s “Digitiate” framework
- Maximize return on digital through better alignment of business KPIs with digital solutions
- Develop tests for BPM, Roles based Testing, Rules Based testing and Customizations and Upgrade Testing with Zensar’s Test accelerators
- Tap vulnerabilities and improve response time with Zensar’s time tested performance framework and AI/ML based security engineering

Top Benefits Achieved

- The “Digitiate” framework helps identify gaps and enhance digital experience
- Robust end to end Test Suite, ensuring 100% Test Coverage
- Reduced Regression Test Execution Cycle time by 80% (2 weeks to 2 days) for global rollouts
- Enhance Day 1 productivity with Zensar’s Product and domain expert Test Engineers and Jump Start kits

