

Upholding a legacy of 250+ years with quality engineering

How we helped a renowned British auction house sustain their offline reputation in a digital world

Case study



Overview

Preserving a provenance

When you're dealing with people who are looking for the best, the reputation you build for yourself is key to sustaining their loyalty. Our client had certainly built a strong enough reputation to have kept them relevant for several hundred years. They did this by focusing on delivering high standards of service and experience, making them a name of repute in the world of art, culture, and luxury. It was our privilege to help them replicate this superlative service and experience in the digital world.

We're glad we didn't let them down, with 100% system uptime support for every auction since our partnership began.



Challenges

The condition report

While they were known for their polished, quick, and seamless auctions offline, their digital landscape wasn't ready for that level of quality. The biggest roadblock was the lack of standardization and maturity in their online QA practices.

Their application landscape was huge and diverse, and each application group had its own set of testing processes. This led to inconsistent experiences, lags and

delays in taking their experiences to the online market. There was also an element of financial transactions to these experiences, with transactions sometimes amounting to millions of dollars. All these pointed towards the need for a robust quality engineering strategy that would help increase speed and security, and harmonize experiences.



Solution

The winning bid

Our first strategic call on the quality engineering front was to figure out automation possibilities in their diverse landscape of over 70+ applications including JDE, Seibel, OBIEE, mobile apps and other device platforms. With our blueprint, we outlined the scope of over 60% automation, including a custom framework for a legacy tool like JDE.

We also helped standardize and ramp up their QA maturity by introducing:

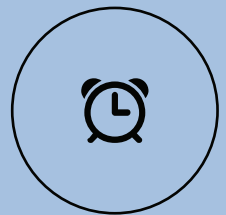
- Our proprietary standardization and maturity progression framework
- Centralized testing shared services for integrated testing across all the application groups with BIC SLAs & KPIs
- Automation and performance testing services with our accelerators – inZenious, Zenmeter & one touch testing
- CI/CD automated testing setup across groups for API, functional & UI testing



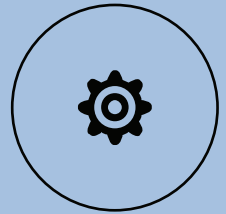
Impact

Sold, to quality!

Once we actioned out our strategic suggestions, we were able to:



Enable 100% uptime during auctions



Expand automation up to 60% across key applications



Bring down severe defects in production to zero



Reduce costs by 20% with mobile test automation

Our approach helped us seamlessly shift our client from conventional testing to Quality Engineering, with automation, Agile/DevOps transformation across applications – helping them maintain their heritage of being customer-first and experience-led.



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