

Zensar's Testing as a Service:

One Stop Testing Solution for the Hi-Tech World

Digital Transformation Story of a
Fortune 100 Hi-Tech Organization

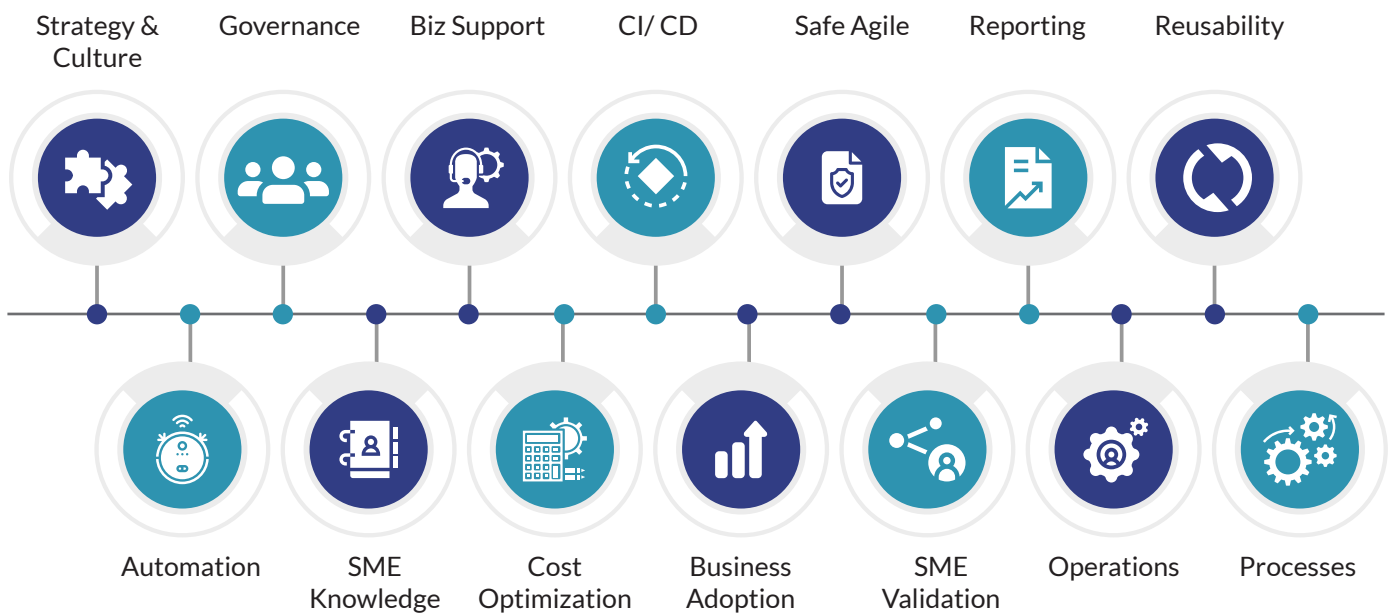
Customer Profile

A global Fortune 50 organization, Our customer is a major network equipment and services supplier who delivers millions of parts annually, managed through a network of depots world wide. It oversees service lifecycle management, optimizing logistics and driving strategies to maximize efficiency at an enterprise level

Problem Statement

- Complex system with multiple integrations and having multiple cross functional and cross platform dependencies
- New capabilities or enhancements required to be tested extensively and certified by SMEs to ensure complete end to end flow working. This involved multiple time and resource based challenges
- The client had to integrate multiple user groups having different roles to orchestrate the end to end service supply chain business
- Evolving production system creates the need for continuous training and adoption and feedback analysis for the global user community

Engagement Drivers / Zensar strategy and focus



Strategy & Focus

- Proven Business Outcome through industry best practices and methodologies
- Digital transformation partner fueling innovation for End to End Business Operations
- Transparency driving Technology initiatives and Operational Excellence
- >95% Talent retention ensuring commitment to domain and technical expertise

Zensar Solution

Testing As a Service

- **Quality Assurance:** Scrum, SIT, E2E testing
- **Business Testing:** BAT, UAT, Smoke test
- **Automation** driven Testing
- **Data Mining** through utility tool
- Proactive **defect avoidance** through automation driven CICD model
- **Realtime DSR** powered by Zensar IP "ADORE"

Process, Tools & Technologies

Outcome over Process -- Created and modified processes which accelerated positive outcome to enhance quality

- **SaFe Agile** driven digital assurance process
- **ISO Quality Gates** process with well defined Entry – Exit criteria
- **Audits** to ensure Process compliance
- **Rally** for comprehensive Test and Defect Management
- **Diverse platforms:** PEGA, JAVA, Oracle, Mule Soft, SFDC, MongoDB
- **Integrated cross track validation:** Order creation, Order Fulfilment, Finance, Source to Stock, Export Compliance, Planning, Repair process, License transfer, Entitlement
- **Automation Tools:** Selenium , OATS ,Git, cucumber, TestNG

Impact Achieved

- **100%** 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

Other benefits

- **> 2500** test cases executed every quarterly release
- **> 300** defects logged every release
- **100%** Execution completion ahead of the schedule
- **> 85: 15** => Pre UAT : UAT ratio
- **Zero P1/P2** Post-Production Defects

Strategic Initiatives Accomplished

- Transformed the organization from traditional manual testing to automation driven testing
- Quality accountability is integrated viz optimized single team model cutting across business and IT

Zensar's End to end Testing & Quality engineering solutions have enabled our customers to transform from traditional to digital enterprise. Focused to develop innovative & differentiated solutions to provide secure, cost effective, faster and better solutions to customers resulting in enriched end use experience. To know more connect at marketing@zensar.com

The Zensar logo is rendered in a bold, white, sans-serif font. The letters are thick and closely spaced, with a modern, clean aesthetic. The 'z' and 's' have a distinctive shape, with the 'z' having a sharp, angular bottom and the 's' being a simple, rounded curve. The overall appearance is professional and tech-oriented.

zensar

An  **RPG** Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 200 leading companies. Our solutions leverage industry-leading platforms, and help clients be competitive, agile, and disruptive as they navigate transformational changes with velocity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

For more information please contact: marketing@zensar.com | www.zensar.com