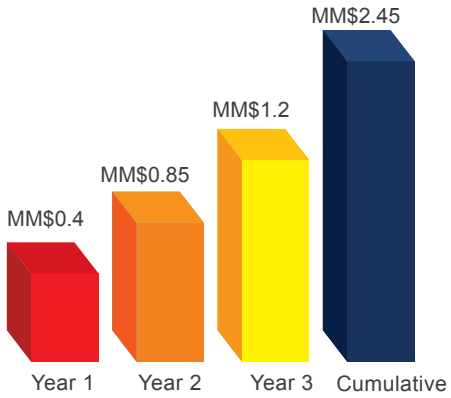
Case Study Digital Assurance

Managed Testing CoE for A Leading Global Private Bank

The client is a global private banking entity providing wealth management and cash management using investment strategies as well as specialized services to help high net worth customers reach their wealth aspirations.

The Need

- Establish a Managed Testing Center of Excellence to perform IST/Regression UAT
- Improve test coverage
- Shorten test cycles for each release
- Improve key business system performance
- Shorten test cycles to reach time to market sooner.
- Standardize and centralize test cases, tools, and management to improve coverage



Savings over 3 year engagement

The Solution

The long-term engagement involved standardizing processes, automation and centralizing test assets into a single repository. From a people perspective, socializing the mission of the Testing Center of Excellence in order to promote acceptance by business and project stakeholders was key to the initial success of the center.

Working with the project and program leadership, Hexaware was able to forecast demand and shorten onboarding times to ensure all business guidelines met expectations and commitments were met. The standardization and operationalization of automation allowed Hexaware to extend test cycles, increase coverage, and trap defects earlier in the software lifecycle than previously possible.

The replicability and scalability of the center allowed Hexaware to demonstrate success with an initial set of applications, while increasing application coverage 3-fold over a 24 month period.

The Benefits

- Test **coverage increased from 75% to 96%** by implementing APT framework
- Implemented a scalable Managed TCOE **ramping up from 7 to 21 applications in 24 months**
- Test Automation Suite for regression led to **75% cost savings and a 60% effort savings**
- **99% of defects unearthed** in IST phase
- Ready-to-use Mobile, Performance, and Automation frameworks led to **overall year-on-year savings of 15%**

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Hexaware MTS Value Delivered To Customer

Capability Improvements
- Enhanced Productivity
- Accelerated Test Cycles
- Skilled Talent Pool
- Flexibility
- Process Maturity

Test acceleration by > 35%

Automation architecture optimization by 40%

Extended 16X5 Test Cycles

Enhanced Testing Coverage >96%

Cost Optimization
- Reduced Cost of Ownership
- Flexible Resource Pool
- Assimilation & shared synergies
- Reusability
- Total Cost of Quality
- Reduced Rework

Resource Demand Management 100%

20% Enhanced throughput through shared Synergies

>90% Test environment availability

Assured Reliability
- Release confidence
- Standardization & Repeatability
- Scalability
- Product Maturity
- Demand Management
- Knowledge Management

>90% Test data availability

100% Reduced rework

Assured accuracy <1% defect leakage

25% Early Defect detection rate

The Implementation included
- Standardizing and introducing automation accelerators to increase test coverage and shorten execution time
- Instituting a Test Data Management Framework to remove a major bottleneck in the software lifecycle
- Introducing the Early Defect Detection Framework
- Taking over Test Environment Management to reduce SDLC bottleneck
- Shortening test cycles 15-21 days to meet market demands
- Acquiring business acumen to ensure TCOW coverage of Use Acceptance Testing (UAT)

About Hexaware

Hexaware is a leading global provider of IT, BPO and consulting services. The company has achieved leadership position in domains such as Banking, Financial Services, Insurance, Travel, Transportation, Logistics etc. Hexaware focuses on delivering business results and leveraging technology solutions by specializing in Digital Assurance, Business Intelligence & Analytics, and Enterprise Solutions. Founded in 1990, Hexaware has a well-established global delivery model armed with proven proprietary tools and methodologies, skilled human capital and SEI CMMI-Level5 certification. Hexaware has a significant presence across the globe with a global footprint spanning across 5 continents, 20 countries and 31 locations

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