



# Test Management Services Help Major Global Services Company with 70% Reduction in Efforts

## Our Customer

The client is a leading enterprise for business process and document management, offering global services with over 130,000 employees spread across more than 180 countries.

## Business Imperatives

The client wanted to address the speed of change limited by regression test times because small releases had high-risk functionalities that could take weeks to manual test. The business was experiencing large volumes of change, this meant that testing had to become faster and more reliable.

With regards to the client's test environment, the business suffered from lack of enterprise-wide Quality/Test/Defect management tool, the testing was required across QA & Pre-prod layers during releases as well as across third party systems and interfaces.

Another problem lay in the test cases, wherein, the client required a large functional update of more than £200M per project and an increased testing scope. The client also required more than 900 regression test cases with multiple interfaces and customized applications, taking an average of 4-6 weeks to complete. For these areas of improvement, the client required a large team to support each release. Also, these test cases were not held centrally, they were poorly documented in non-standardised formats and had no detail on prerequisites or data.

The client's test resources too had issues, where the application support team was unable to help with release testing, in addition to the day-to-day activities because of the increasing size of regression pack.

## Solution

Hexaware was able to address and solve the client's needs with a multi-pronged approach. First, Hexaware addressed the test management by setting up best practices for Test and Defect Management using HP QC. Centralized storage for Test Cases, artefacts and defects for its automation issues, Hexaware's proprietary UI Scanner was used to accelerate automation. SAP TAO was used to automate SAP GUI functionality and a framework was established for interface testing.

**For Automation and Performance Regression:** automation and performance testing was completed to increase the efficiency of releases, with a less than two week turnaround achieved for releases.

**In manual functional testing,** Hexaware implemented integration testing for business critical projects, across the globe, involving multiple integrations and application. This was done with very minimal handover from the business.

Hexaware used a variety of tools to solve these problems including SAP TAO, HP QTP, HP QC, and HP Load Runner within the following environments: SAP CRM, SAP ECC, SAP Enterprise Portal, Salesforce.com and Third Party Applications and domains including: Managed Print Services, Contract Lifecycle Management, Customer Interactive Center, HCM etc.



## Business Benefits

- Hexaware instituted monthly instead of quarterly releases from a reduction in regression testing effort of approximately 70%.
- Hexaware tripled the business change delivery in 2012 for half the delivery cost. We created a more flexible methodology, which could only be implemented because of the large improvements in testing.
- We improved the overall QA process and framework all the way from inception to performance and reduced the overall QA cost by 18%.
- The Hexaware Portal UI scanner helped to automate the SAP Web Portals testing.

## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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### Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.