Case Study

A Leading Airline operating both domestic and international flights. Development and Quality Assurance for Passenger Service and Cargo.

Client Overview

Our Client is a leading airline and the largest provider of scheduled passenger services in its region, transborder market and in the international market to and from its origin

Our Client together with its regional partners serves over 48 million passengers, offering direct passenger service to more than 240+ destinations on six continents.

Business Need

Application Development and Maintenance

- Provide Ballpark sizing, High Level estimates, Project Plan for Projects
- Provide the Solution Analysis, Design, Development & Testing for the work items
- UAT, BETA and Production deployment support
- Test Automation
- 24x7 On-call Production Support
- Development for migration of Legacy PSS application to GDS system

Independent User Acceptance Testing:

- User Acceptance Testing for all steady state releases and projects related to enhancements on the reservation system, midrange and customer facing applications on the web and mobile devices.
- Health-check during production implementation.
- Review the Business Requirements.
- Test Planning and Test Case Preparation.
- Test Execution and Test Results.
- Defect logging and Tracking to closure.
- Preparing and publishing Test Status Reports.
- Production health-check support.
- Coordination of the testing cycle with multiple vendors for defect fixes.

Business Challenge

- Mission Critical Applications
- Documentation gaps
- Remote "knowledge transfers"
- Complexity and Obsolescence
- Consultants in niche applications – scarce and expensive
- Intensive Ramp-up meeting customer's business goals.
- Multiple vendors/ multiple tools

Hexaware Approach

Hexaware working with the client on wide Range of Business Domains supported including Cargo, Passenger Reservations, Ticketing, Inventory, Departure Control, Loyalty, Marketing, MRO, Cargo and Crew Scheduling.

Hexaware adopted systematic processes for training, knowledge acquisition and transition methodology for transferring the application knowledge from the client SMEs to Hexaware's team in a phased manner.

Hexaware solution:

- Application maintenance development, enhancement to call center, agent applications and changes in core Passenger Service System and Loyalty management system
- Agility in incorporating changes in business rules without impacting timelines in test phase
- On the Job Knowledge transfer and on the Job training
    - Testing functionality across applications running on legacy and new technologies, browsers, Kiosk, Web and mobile devices
    - Complete end-to-end functional testing from requirement analysis to verification.
    - Complete Regression suite for all the applications.
    - Participation during requirements gathering and valuable suggestions resulting in Early Defect Detection.
    - Customized testing solution for the Mobile App including a cloud-setup at multiple locations.
    - A variety of Devices and Browser configurations for testing the customer facing Web and mobile applications. These include over 50 devices both Onsite and Offshore. Various versions of browsers IE, Spartan, Firefox, Safari and Google Chrome and OS like Windows, MAC and Linux.
    - Accessibility testing & validation
    - Usability, Compatibility and Responsive Testing
    - Automation first approach implemented using TALOS framework for Digital Web and Altea System.
    - iD2E approach for Web Check-in/ Mobile Check-in

- See Test tool to automate Client Mobile applications wrapped with FAME – Framework. Mobile Devices are accessible across Hexaware and Client geographical locations
- Consultant scalability in niche areas. Customized training plan to quickly train and mentor fresh engineers into niche technologies like TPF and QIK professionals
- Fully Functional QIK lab for all Airport functions (Bar Code reader, Bag Tag Printer, Boarding Pass Printer, Passport scanner, Boarding Gate Reader), rendering end-to-end testing

Business Benefits

- Services covered include application development, maintenance, production support, independent user acceptance testing, integration testing, test automation
- Zero defect release – Highly successful release with zero defects impacting customer experience or airline revenue across all channels
- Ontime Delivery - Early defect detection process resulted in very minimal rework saving significant costs and helped in meeting timeline Testing engagement:
- Cost effectiveness – brings in significant (up to 30%) savings as compared to cost of local resources
- Effective testing methodologies to yield professional and high quality results
- Benefits of established and refined methodology for project management
- Automation of the Mobile APP regression to reduce the time and resources for the execution of regressions.
- Created a re-usable Regression suite of test scenarios to be utilized across future test cycles during Upgrades and Maintenance releases
- One Click automation solution implemented

QIK engagement:
- Increase in productivity by automation of queue handling activities (Robotics) to minimize human intervention
- Increase in Airport Check-in productivity per passenger around 20% by optimizing the DCS retrieval process by 66%.

TPF engagement:
- Cost savings of 30-50% using global delivery frame work
- Year on Year Productivity gain

Mobile App:
- 100% Automation first approach implemented using BDD framework

PSS :
- PNR pop up utility implemented to create large number of Test Data PNRs
- Implemented data driven framework for a GDS application

Loyalty Management :
- 100% Automation first approach implemented using BDD framework
- 100% Automation covering the Web-UI, Mobile, API Testing, Service Virtualization, Data Centric Testing using the opensource integrated framework which provides maximum test coverage in all application.

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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