



# Extreme Automation and Continuous Testing Cuts Test Cycle Time by 70% for a Global Professional Services Organization

## Client Overview

The client is a multinational Professional Services network, and one of the Big Four accounting organizations providing Assurance, Tax, Transaction and Advisory services.

## Business Need and Challenge

- ~45 business-critical applications across 6 portfolios involving complex data integrations
- Heterogeneous technology/product landscape across Java, .Net, Azure, ServiceNow, EDW, Big Data, Hive, Informatica and Mobile Apps
- Testing across functional and non-functional requirements, including Performance Testing, Mobile Testing, Data Centric Testing and Services Testing
- Siloed testing with limited visibility and reuse across the applications/portfolio
- High cost of quality due to low degree of automation across the application landscape
- Limited test coverage due to non-availability of production like test data
- Business imperative to implement continuous testing and integrate it with CI-CD pipeline for faster and high-quality product releases

## Hexaware Approach

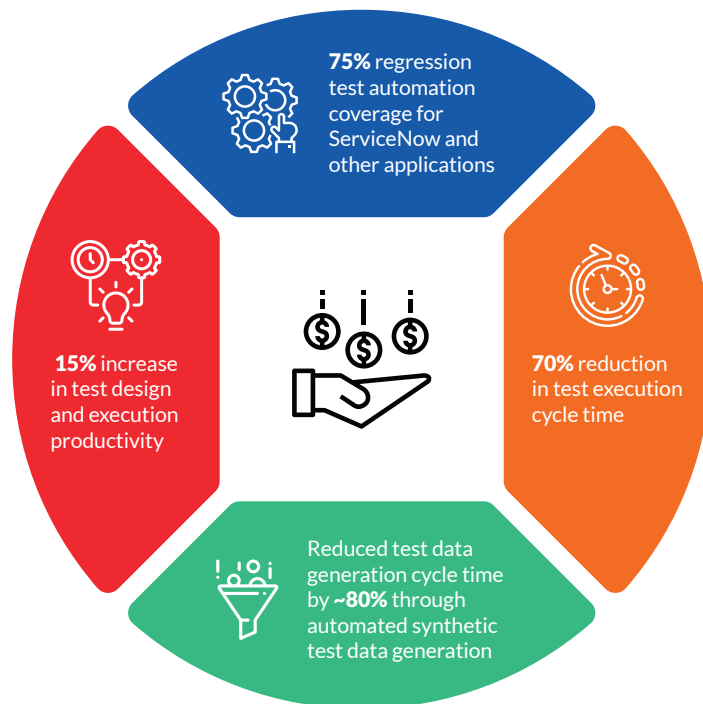
- Established a Testing Center of Excellence and robust governance model with a well-defined SLA framework
- Onboarded domain and technology skilled resources, including ServiceNow trained testers. Upskilled 30% of manual testers to SDETs with one or more specialized and cross-functional testing capabilities
- Adopted an “Automation-First” test strategy to implement and leverage test automation
  - Implemented unified test automation framework for enterprise automation - Automated Testing framework (ATF) for ServiceNow automation, Robo automation framework (KRAFT) for other applications and SoapUI for API testing
  - Hybrid automation framework for automated mobile application Testing (iOS and Android) with SeeTest (Experitest) cloud devices
  - Enabled in-sprint automation and integration of Continuous Testing with Jenkins CI-CD pipeline
  - Automated synthetic test data generation using GenRocket and integration with Continuous Testing in CI-CD pipeline
- Defined and implemented Data Testing strategy for data warehouse implementation and onboarded JUMBO\* (an automated big data testing and validation platform) for automated data testing of large volumes of data and transformation rules

\*JUMBO is Hexaware's heterogeneous data testing accelerator. Other tools and software are property of their respective owners.



## Business Benefits

- Automation-first strategy helped achieve Quality @Speed while ensuring optimal test coverage of critical business processes with
- Single view of quality across enterprise application with well-defined quality gates, productivity metrics and SLA
- No P1/P2 defects in production attributed to releases/builds/hotfixes tested



## 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, Hi-Tech & 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.

Learn more about Hexaware at <https://www.hexaware.com>

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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.