

HEXAWARE

Test Management Services Enable 70% Reduction in Effort for Global Services Leader

Achieve 70% faster testing, triple your delivery speed, and cut QA costs with Hexaware's automated, flexible test management solutions.

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

Global Document Management Leader Seeks Tailored Performance Testing

The client is a leader in business process and document management, with over 130,000 employees across more than 180 countries. With the business undergoing rapid change and expansion, the client wanted reliable and tailored performance testing services to improve their test strategy.



Challenge

- Client
- Challenge**
- Solution
- Benefits
- Summary

Lengthy Regression Testing Hampers Agility

The client faced significant delays due to regression testing times, where even small releases with high-risk functionalities could take weeks to manually test. Additionally, there was no centralized Quality/Test/Defect management tool across the enterprise. The test process was fragmented across QA, pre-production layers, third-party systems, and interfaces.

The client also struggled with an extensive regression pack, comprising over 900 test cases, which took 4-6 weeks to complete, and had inadequate documentation. With increasing demands and a large team needed for each release, there were resource shortages and insufficient support for testing activities.



Solution

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| **Solution**

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Accelerated Testing Through Automation

Hexaware was able to address and solve the client's needs with a multi-pronged approach:

- We addressed test management issues by setting up defect and test management best practices using HP QC and centralized storage for test cases, artefacts, and defects.
- Our proprietary UI Scanner was used to accelerate automation, while SAP TAO was used to automate SAP GUI functionality. A robust framework was built for interface testing.
- For performance regression, we used automation and performance testing to ensure faster release cycles, reducing turnaround time to less than two weeks.
- Manual functional testing was also optimized through integration testing, across critical global projects with minimal business handover.

Hexaware utilized tools such as SAP TAO automation, HP QTP, HP QC, and HP LoadRunner within diverse environments like SAP CRM, SAP ECC, SAP Enterprise Portal, Salesforce, and third-party applications. This was done across various domains including Managed Print Services, Contract Lifecycle Management, Customer Interactive Center, and HCM.



Benefits

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70% Faster Testing, Triple Delivery

After deploying Hexaware’s test management services, the client experienced:

- Reduction in regression testing effort by 70%, enabling monthly releases instead of quarterly ones.
- Tripled business change delivery while halving the delivery cost.
- A more flexible methodology, that improved QA processes significantly.
- Reduction in overall QA costs by 18%.
- Automated SAP Web Portal testing with Hexaware Portal UI Scanner to improve user experience and streamline processes.



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Accelerating Global Testing with Automation Excellence

Hexaware transformed the client's testing operations by implementing centralized test and defect management best practices, leveraging advanced automation tools like SAP TAO and their proprietary UI Scanner. This overhaul streamlined and accelerated regression testing, reducing effort by 70% and enabling faster, monthly release cycles instead of quarterly ones. Hexaware's robust automation and performance testing solutions also improved delivery speed, slashed overall QA costs by 18%, and enhanced the quality and reliability of critical global projects. Ultimately, the client achieved greater agility, cost efficiency, and a modernized approach to testing across their global business.



Interested in automated testing solutions? Write to us at marketing@hexaware.com to discuss how we can streamline your manufacturing processes and operations.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

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

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