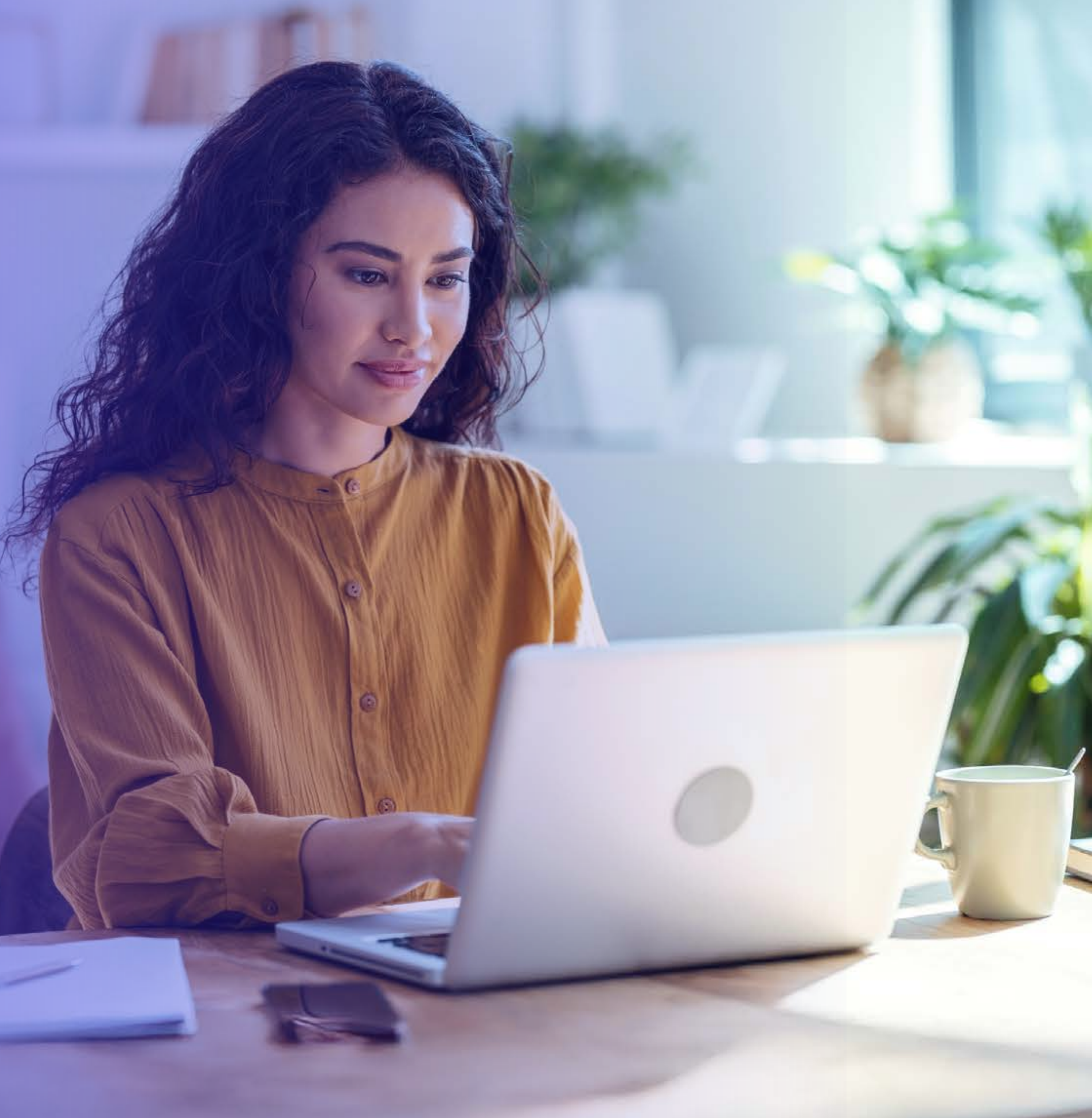
HEXAWARE

Managed Testing Center of Excellence for a Global Private Bank

Automation and enhanced testing processes for business-critical systems.

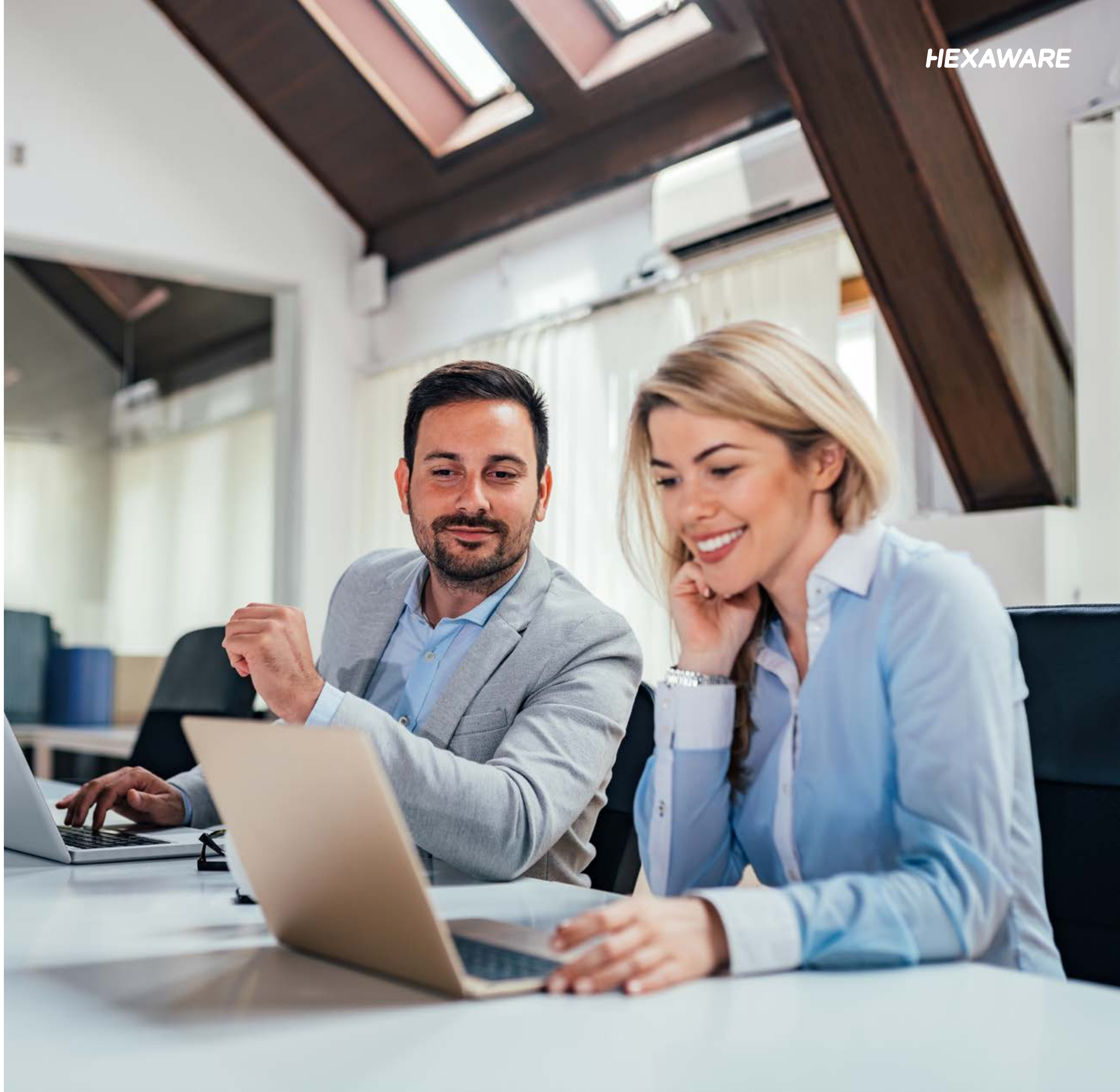
Case study



Client

The client is a global private banking entity offering comprehensive wealth and cash management solutions.

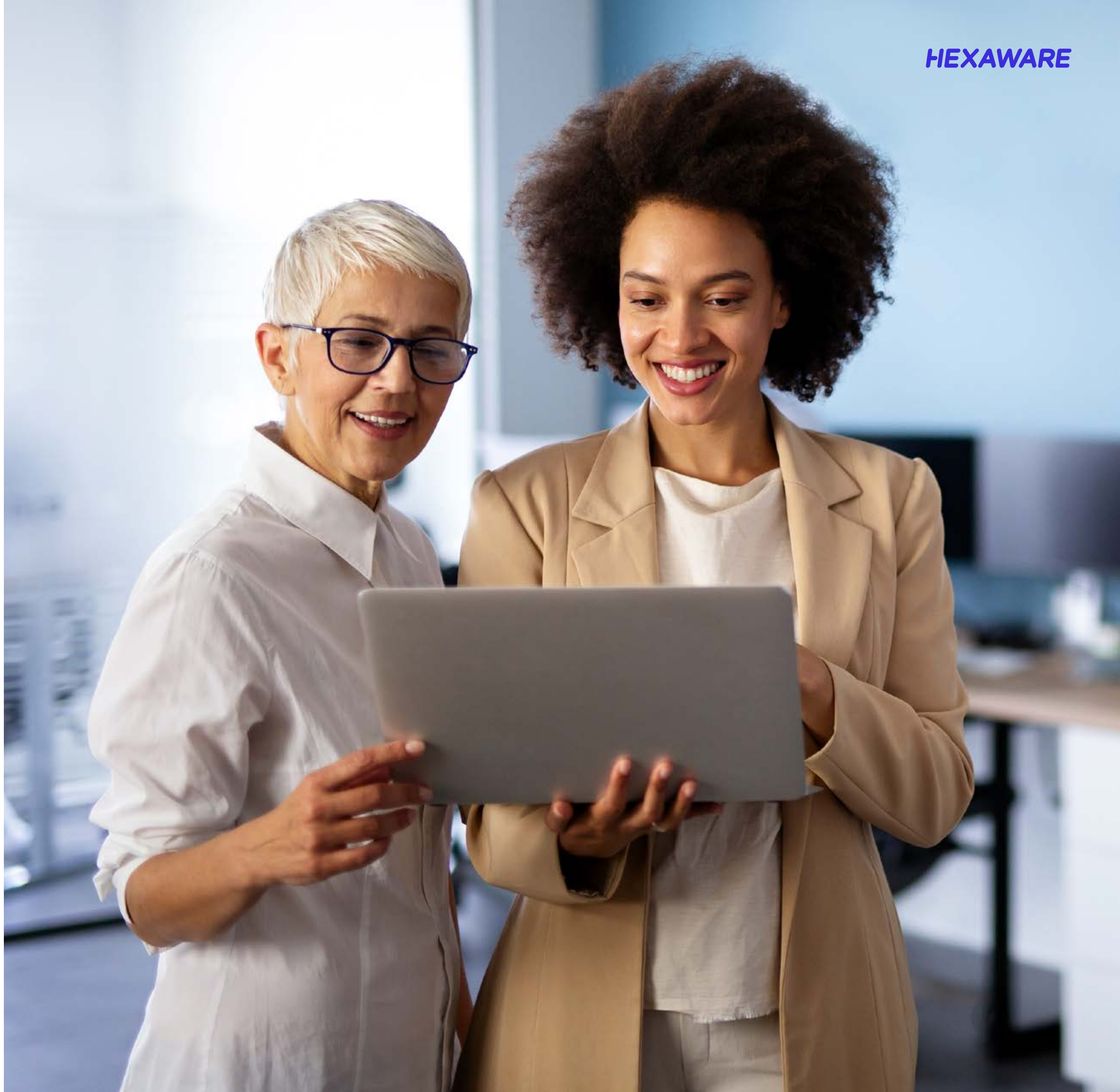
Focusing on investment strategies and specialized services, they help high-net-worth individuals achieve their financial aspirations.



Challenge

The client aimed to enhance their testing process for business-critical systems by establishing a managed testing center of excellence (TCoE) to address several key challenges:

- Streamline integration system testing (IST)/regression user acceptance testing (UAT) processes.
- Improve test coverage across all business systems.
- Shorten test cycles for faster release timelines.
- Improve the performance of key business systems.
- Standardize and centralize test cases, tools, and management to drive consistent and comprehensive test coverage.



Solution

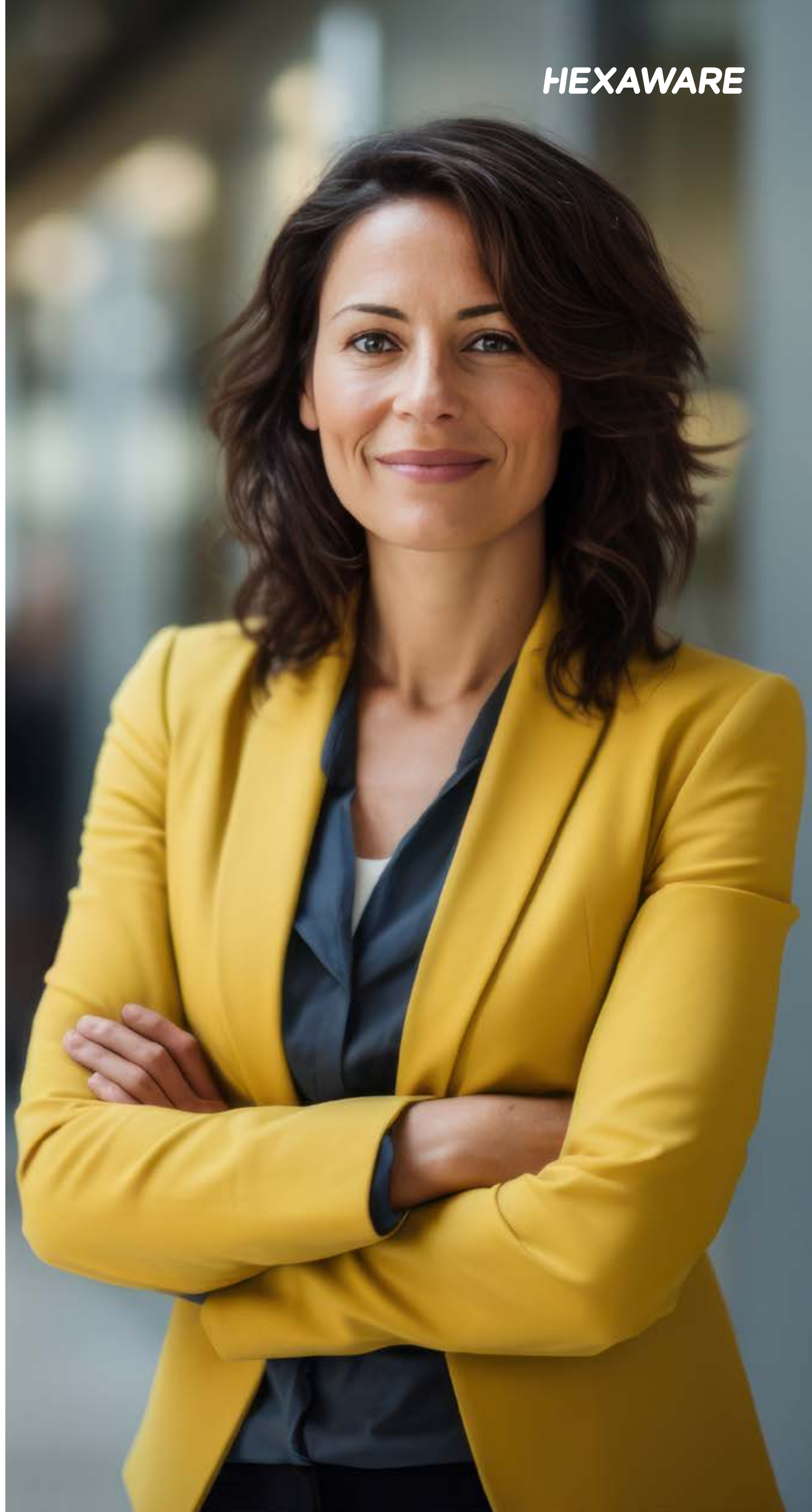
Hexaware helped the client standardize processes, drive automation, and centralize test assets into a single repository. A key factor in the initial success of the testing center of excellence was effectively explaining its mission to gain support from business and project stakeholders.

By 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. The standardization and operationalization of automation allowed Hexaware to extend test cycles, increase coverage, and detect defects earlier in the software lifecycle.

The replicability and scalability of the center allowed Hexaware to demonstrate success with an initial set of applications and increase application coverage threefold over 24 months.

The implementation included:

- Standardizing processes 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 a framework for early defect detection.
- Taking over the management of the test environment to reduce SDLC bottlenecks.
- Shortening test cycles by 15–21 days to meet market demands.
- Acquiring business acumen to ensure TCoE coverage of user acceptance testing (UAT).



Benefits

Here's how Hexaware's solutions delivered value to the client:

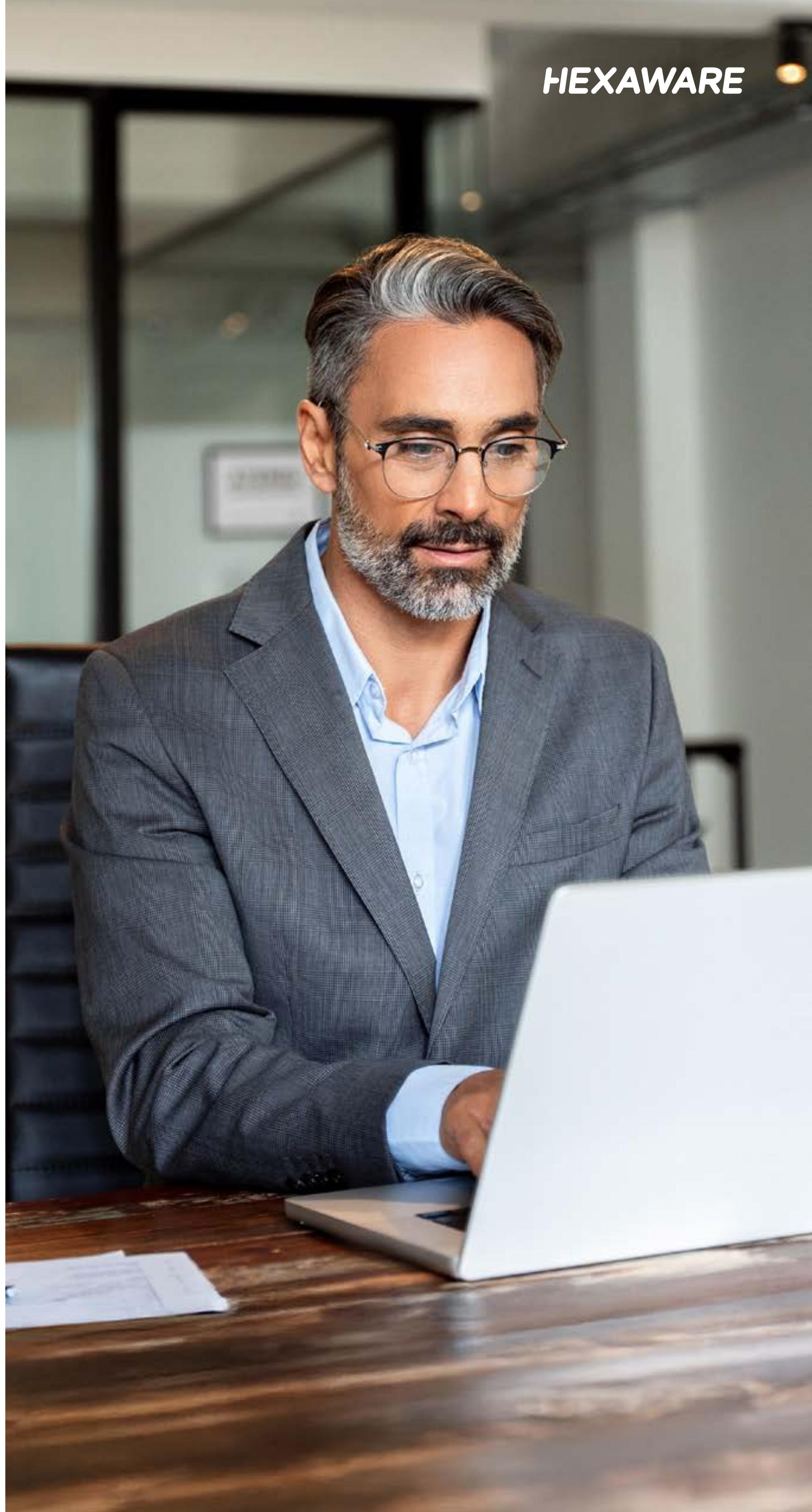
Capability improvements	Cost optimization	Assured reliability
• Enhanced productivity • Accelerated test cycles • Skilled talent pool • Flexibility • Process maturity	• Reduced cost of ownership • Flexible resource pool • Assimilation and shared synergies • Reusability • Reduced rework	• Streamlined release cycles • Standardization and repeatability • Scalability • Product maturity • Demand management • Knowledge management
• Test acceleration by over 35% • Automation architecture optimization by 40% • Extended 16X5 test cycles • Enhanced testing coverage to over 96%	• 100% resource demand management • 20% enhanced throughput through shared synergies • Over 90% availability of test environment	• Over 90% availability of test data • 100% reduced rework • Assured accuracy with less than 1% defect leakage • 25% early defect detection rate

Highlights:

- Test coverage increased from 75% to 96% by implementing the automated performance testing (APT) framework
- Implementation of a scalable managed TCoE ramped up application releases from 7 to 21 in 24 months
- Test automation suite for regression led to 75% cost savings and 60% effort savings
- 99% of defects were unearthed in the IST phase
- Ready-to-use mobile, performance, and automation frameworks led to overall year-on-year savings of 15%

Savings over a Three-year Engagement:

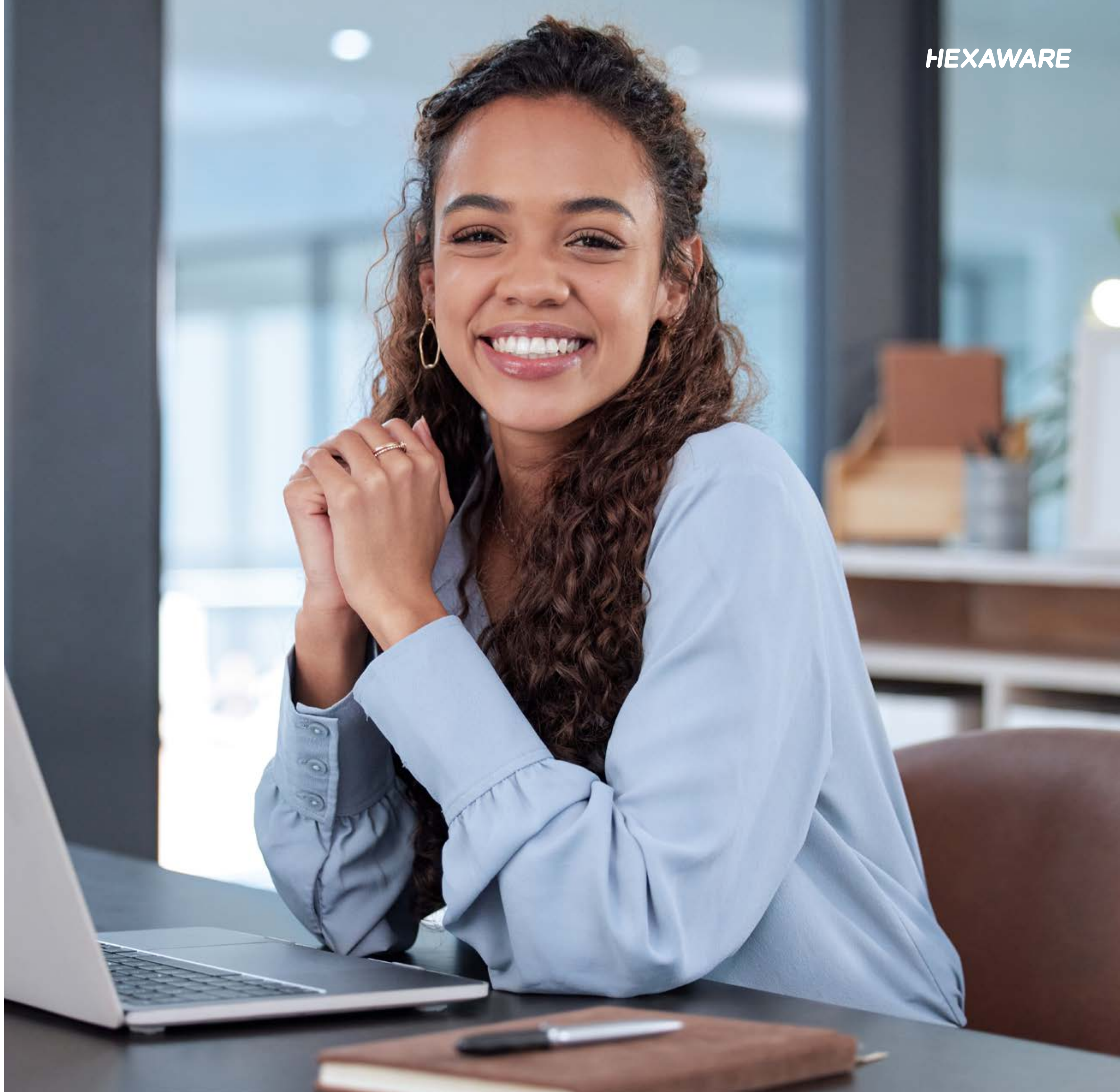
Year 1	Year 2	Year 3	Cumulative
$0.4 Million	$0.85 Million	$1.2 Million	$2.45 Million



Summary

Hexaware established a managed testing center of excellence (TCoE) for a global private bank to optimize its testing process, enhancing coverage, automation, and defect detection.

By standardizing processes and centralizing test assets, Hexaware reduced test cycles, improved test environment management, and expanded application coverage threefold, ensuring faster time to market and greater efficiency.



Modernize QA with a Managed Testing CoE

Ready to improve coverage, accelerate releases, and reduce rework? Connect with our experts at marketing@hexaware.com to learn how a managed testing center of excellence can standardize and scale your testing process.

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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