

A woman with dark curly hair in braids, wearing glasses and a grey jacket over a green top, is sitting at a white desk. She is holding a smartphone in her right hand and has her left hand on a calculator. In front of her is an open laptop. On the desk, there is also a small potted plant in a blue pot, a white mug, and some papers. The background is a bright, out-of-focus office space.

**HEXAWARE**

# Extreme Automation Reduces Test Cycle Time by 70% for a Big Four Accounting Firm

Delivering speed, quality, and efficiency in testing with Hexaware's test automation solution and testing center of excellence

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Case study

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# Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a multinational professional services firm, one of the Big Four accounting organizations, offering services in Assurance, Tax, Transaction, and Advisory.





# Challenge

Client

**Challenge**

Solution

Benefits

Summary

The client needed to optimize the testing processes across 65 business-critical applications within seven portfolios, all requiring functional and non-functional testing, including performance, mobile, and data-centric testing. They faced several challenges:

- With a diverse technology stack (Java, .NET, Azure, ServiceNow, EDW, Hive, Informatica), testing required cross-functional expertise.
- Low test automation across applications led to high testing costs, long cycle times, and reduced test coverage.
- Testing was managed in silos, reducing visibility and reuse across portfolios.

Also, the client sought a continuous testing process integrated into their CI/CD pipeline to support faster releases and improve quality.





# Solution

Client

Challenge

**Solution**

Benefits

Summary

Hexaware established a Testing Center of Excellence (TCoE) and adopted an “automation-first” approach, significantly enhancing testing efficiency and coverage. Key elements included:

- **Test Automation Framework:** Implemented the Automated Testing Framework (ATF) for ServiceNow, KRaft for other applications, and SoapUI for API testing.
- **Hybrid Mobile Testing:** Leveraged SeeTest for iOS and Android testing with cloud devices, enabling efficient mobile application testing.
- **Continuous Testing Integration:** Integrated continuous testing with the CI/CD pipeline using Jenkins, allowing in-sprint automation and streamlined deployment.
- **Automated Test Data Generation:** Used GenRocket for synthetic data generation, reducing test data cycle time by 80%.
- **Big Data Testing Accelerator:** Onboarded an automated big data testing platform to streamline data testing and validation for large data volumes.





# Benefits

Client

Challenge

Solution

**Benefits**

Summary

Hexaware's automation-first strategy provided substantial improvements in testing speed, coverage, and efficiency:

- **Cycle Time Reduction:** Achieved a 70% reduction in test execution cycle time, accelerating product release.
- **Increased Coverage:** Reached 85% regression test automation coverage for critical applications, including ServiceNow.
- **Productivity Gains:** Enhanced test design and execution productivity by 15%.
- **Test Data Efficiency:** Reduced test data generation time by approximately 80% with synthetic data automation.
- **Zero Critical Defects:** Ensured zero high-priority (P1/P2) defects in production due to rigorous automated testing.
- **Higher Quality Software:** Automation helped reduce the number of defects that make it into production, resulting in a more stable and reliable product.





# Summary

Client

Challenge

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Hexaware's automation and continuous testing solutions transformed testing for a Big Four accounting firm, significantly cutting test cycle time and boosting productivity. By implementing a unified testing framework, leveraging automated test data, and integrating with the CI/CD pipeline, Hexaware enabled the client to deliver quality at speed, meeting their goals for agile, reliable software releases.





## 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 [www.hexaware.com](http://www.hexaware.com).

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