

Digital Assurance:

AI-first Approach for Quality Engineering Services

Flyer



Digital Disruption & Hyper-Convergence

Digital disruption and hyper-convergence, largely driven by Artificial Intelligence (AI), are transforming the business environment today. From systems of record to systems of engagement, AI has emerged as a key enabler, enhancing agility, automating processes, and delivering predictive insights that drive innovation and efficiency. An AI-powered assurance model is essential for enterprises looking to cope with the transformation in the IT landscape. Businesses can adapt to rapid change while maintaining operational excellence using AI to accelerate test lifecycles, provide faster feedback loops, and integrate quality into products.

Emerging Trends in Software Quality Engineering

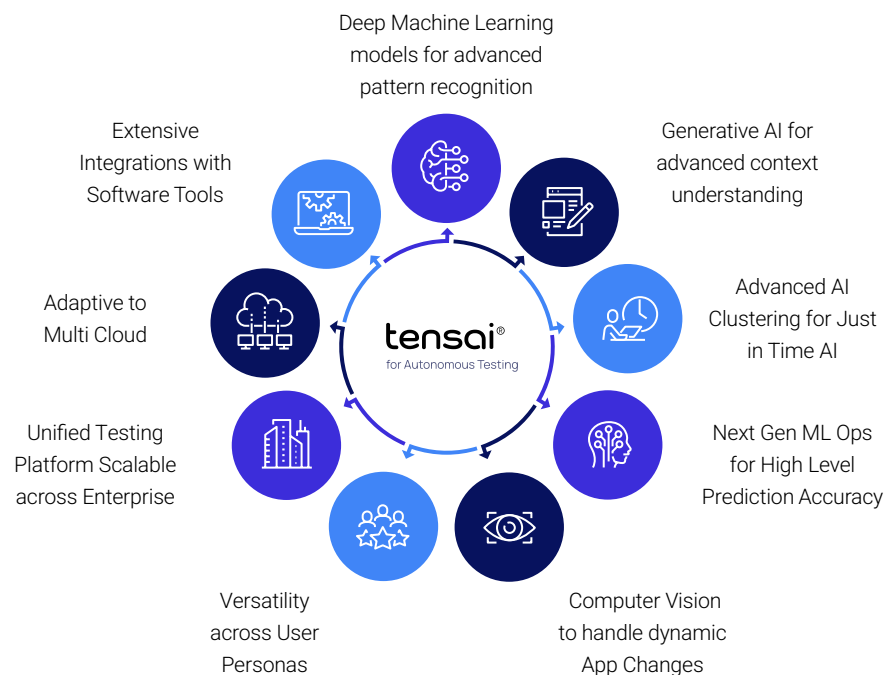
- Digital Transformation:** Continuous Quality Engineering and Digital Assurance to stay ahead of ongoing innovation in digital products and services
- Business Assurance:** Using industry expertise and user behavior testing to validate end-to-end business processes
- Transformation from Automation to Autonomous:** Using AI to enhance efficiency and automate aspects of the testing lifecycle, minimizing or eliminating human intervention
- GenAI transforming Quality Engineering:** Enabling smarter decisions, optimizing processes, and delivering actionable insights
- Testing of AI-infused Apps:** Functional, regression, performance, API, data ingestion, and user experience testing of AI-infused applications
- Enhance Skillsets:** Upskilling remains crucial using a well-defined learning pathway and focusing on continuous learning
- Self-Service Model for Test Data:** Automated test data provisioning within the DevOps pipeline using data virtualization, synthetic test data & masked production extracts, test data reservation
- Customer Experience:** Application availability and reliability, usability and accessibility (WCAG 2.1, ADA-Sec 508, EAA, AODA)
- A unified approach to Quality Engineering and Dev(Sec)Ops functions:** Synergizing Quality Engineering & DevOps functions to boost agility & accelerate software releases.

Hexaware's Leadership in AI-Driven Quality Engineering

Hexaware has been a pioneer in harnessing Artificial Intelligence (AI) to address business challenges and transform the Software Testing Life Cycle (STLC). By embedding AI into every stage of STLC, we have set new benchmarks for quality and agility, enabling faster, smarter, and more efficient outcomes.

Starting with a foundation in Quality Engineering services and an automation-first approach, Hexaware integrates commercial, open-source, and proprietary automation solutions. This strategy supports continuous testing across UI, Service, and Data layers while adapting seamlessly to diverse development methodologies, including waterfall, iterative, Agile, BDD, and DevOps.

By 2020, Hexaware advanced to autonomous testing using AI and ML technology—well ahead of GenAI—introducing self-learning and self-healing capabilities that eliminate the need for human intervention through our Tensai® for Autonomous Testing platform, with a plug-and-play architecture that can be used to test functional and non-functional aspects and eventually implement autonomous testing use cases and continuous testing.



Success Stories

- ▶ Automation-led Testing Transformation for a Leading US-based Automobile Finance brand resulted in:
50% reduction in cycle time | 35% test tool optimization | 50% faster time-to-market
- ▶ Legacy System Modernization integrated with Testing & Automation for a Leading Airline in North America resulted in:
100% on-time flight departures with the new PSS | 50% faster staff onboarding
80% reduction in execution time across browsers & devices
- ▶ Testing Center of Excellence Implementation for Leading Multinational Professional Services Organizations resulted in:
15% increase in test design & execution productivity | 75% ServiceNow regression automation coverage
80% reduction in test data generation cycle time

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