

A woman with long dark hair, wearing glasses and a grey blazer, is seated at a desk in a server room. She is looking at a computer monitor and has her hands on the keyboard. The room is dimly lit with blue light, and several server racks with glowing lights are visible in the background. Other computer monitors are also visible on the desk.

HEXAWARE

Generative AI in Quality Engineering: Accelerating Test Design for a Big 4 Firm

Hexaware deployed GenAI with RAG to transform 2,700 monthly test design hours across 7 LOBs, delivering \$250K in annual savings.

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

The client is one of the Big 4 firms—a global professional services organization supported by Hexaware Technologies across 7 Lines of Business (LOBs) for Quality Engineering and QA automation services. Their testing team was spending 2,700 hours per month on test design, hampered by defect leakage, limited documentation, and knowledge loss due to resource churn.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

Overcoming Inefficiency and Knowledge Gaps in Test Design at Scale

The engagement faced critical obstacles that undermined AI-powered test automation and Generative AI in software testing adoption:

- Defect leakages compromising quality outcomes and test coverage improvement
- Limited requirements documentation available for test creation
- Frequent follow-ups, causing delays and communication overhead
- Knowledge retention challenges driven by resource churn
- A pressing need to shift-left activities for greater efficiency



Solution

Client

Challenge

| **Solution**

Benefits

Summary

Generative AI with Prompt Engineering and RAG Implementation

Hexaware established a comprehensive ServiceNow platform management as part of a multi-tower engagement:

- A customized implementation combining Prompt Engineering + RAG (Retrieval-Augmented Generation) for high accuracy and relevancy
- Data pre-processing, creation of embeddings, optimization of retrieval mechanisms, and development of reusable templates
- Upskilling existing SDET engineers in prompt engineering to effectively use these templates
- Dedicated prompt engineers who maintained and updated embeddings with the latest data
- Scaling the solution to larger teams to cater to all stakeholders



Benefits

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

Measurable Gains in Cost, Productivity, and Effort

\$250K

Cost Savings Annually

5X

Productivity Improvement

25%

Effort Savings



Summary

Client

Challenge

Solution

Benefits

| Summary

Hexaware Technologies partnered with a Big 4 firm to address systemic inefficiencies in its Quality Engineering practice, where 2,700 hours of monthly effort across 7 LOBs were hampered by defect leakage, limited documentation, and knowledge loss due to resource churn. By deploying a Generative AI in a quality engineering solution built on Prompt Engineering and RAG techniques—complete with pre-processed data, optimized embeddings, reusable templates, and upskilled engineers—Hexaware delivered \$250K in annual cost savings, a 5X productivity improvement, and 25% effort savings, enabling scalable AI-powered test automation and intelligent test automation across the organization.



Ready to transform your Quality Engineering practice with Generative AI?

Write to us at marketing@hexaware.com

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>.

Get in touch