

Sonata's Managed Testing Services redefine testing processes for a large European Enterprise

The client, one of the leading business groups in Europe, wanted to streamline testing processes across its three main application streams – Web Applications, Business Intelligence systems and Mainframe Applications. The client had significant challenges in ensuring high quality due to the lack of consistent QA processes across various streams, automation and visibility in the end-to-end process flow. Over the past 3 years, Sonata's Managed Testing Services have delivered significant boost in application quality, testing team productivity and cost savings, while driving adoption of tools and better processes.

Client Profile

The client is a leading European business group with established operations worldwide. The company has grown rapidly through acquisitions and established itself as one of the leaders in its vertical.

Business Challenges

The client had three main application streams – Web Applications, Business Intelligence and Mainframe-based Applications – covering over 50 business applications, several of them mission-critical. Each application was being tested in isolation, with little or no knowledge about other applications and no ownership of testing an end-to-end process flow spanning multiple applications.

The client testing team size was around 100, almost half of them contractors, leading to lack of accountability and high cost of quality. Almost the entire testing was done manually and there was no defined set of processes to ensure consistency across applications.

Managed Testing Services



Sonata's Solution

Sonata adopted a multi-stage approach to completely redefine the testing setup for the client. During the first phase, the focus was on ensuring an effective knowledge transfer and defining a set of processes leveraging Sonata's best practices within testing – a common set of test activities, artifacts and templates for test plan, test cases, requirement traceability and test reporting. Centralized systems were introduced for defect management (Bugzilla) and test management (TestDirector).

Phases 2 & 3 focused on sharply boosting the productivity of the testing effort. Once offshore-based execution reached a steady state, Sonata focused on grouping applications into streams based on similar functionality, technology etc. This helped the team identify opportunities to share resources within a particular stream, and also re-usability of test cases and test artifacts. Through effective training and multi-skilling of resources, Sonata was even able to share resources across the streams in phase 3, thereby breaking down silos and ensuring that the test team had an end-to-end view of the business process being tested.

By this time, Sonata had gained a thorough knowledge of the client's applications and could effectively deploy techniques like risk-based testing to cut down regression testing cycle times & roll out business changes faster.

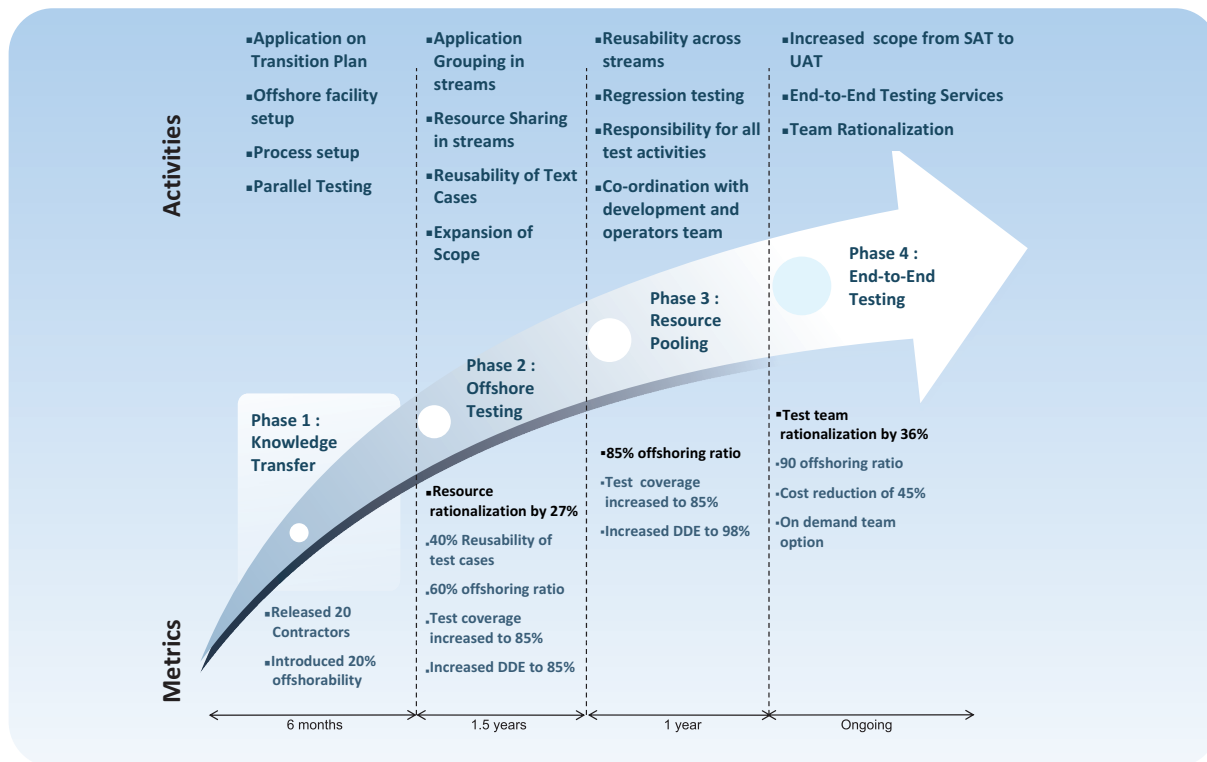
In phase 4, Sonata also expanded its scope of activities to cover user acceptance testing & bring it offshore to drive down the overall cost of testing.

Kudos from the customer

“Good Engagement and Excellent Test Performance.”

“Process improvements and use of tools such as TestDirector and Bugzilla made possible by the relationship.”

A snapshot of the various phases, activities and key metrics are provided in the chart below:



Business Benefits

•Enhanced ROI:

- Resource rationalization: Resource sharing across applications and streams through effective multi-skilling, thereby reducing the team size by almost 35%, for testing a given set of applications.

- Increased offshore based execution, leading to an overall cost saving of 40-50% on testing efforts.

•Flexible bandwidth ramp-up for ad-hoc engagements.

•Consistent high quality

- Increase in Defect Detection Efficiency to 98%.

- Pioneered the usage of tools – HP TestDirector and Bugzilla – to ensure a consistent set of processes across all the streams.

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