

## Sonata's Managed Testing Services



# Managed Testing Services

Helps You Run the Business, Change the Business Effortlessly



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## MANAGED TESTING SERVICES @ SONATA

“Helps You Run the Business, Change the Business Effortlessly”

In an increasingly complex business environment, superior customer satisfaction, efficient service delivery and operational excellence are imperative for enterprises to stay competitive.

CIOs are focusing their attention on scalable performance and ensuring minimal application downtime to “Run the Business” as usual. From an application quality perspective, this would mean the need to ensure rigorous checks to identify and eliminate performance bottlenecks as well as minimize the impact of any new patches or application updates on the production environment. Lack of consistent QA processes and highly skilled teams lead to deterioration of application quality, resulting in lower customer satisfaction levels and eroding market share.

The proliferation of disruptive business events like mergers & acquisitions, new technology paradigms, new growth markets etc are driving enterprises to “Change the Business” continuously to stay competitive in the new scenario. Enterprises are stretched to adopt newer sophisticated IT systems within short time cycles to get to market faster with differentiated products and services, and expand to newer high-growth geographies. This puts the spotlight firmly on the QA organization, adding tremendous pressure to accelerate the testing cycles for new applications even while ensuring defects are kept to a bare minimum. All of these also lead to an exponential increase in the complexity of the IT landscape, which becomes unmanageable in the absence of consistent processes and tools.

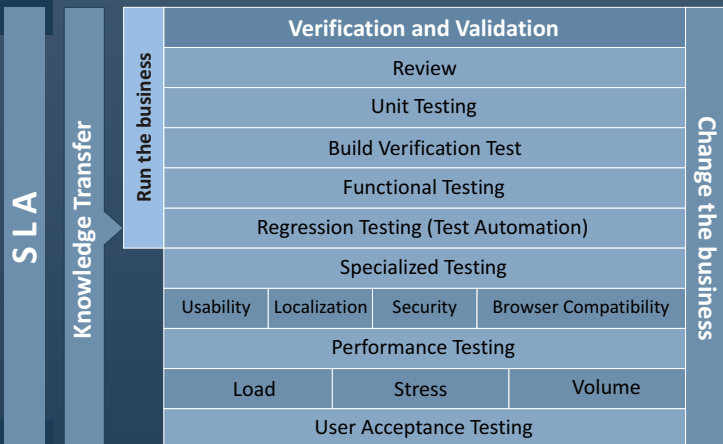
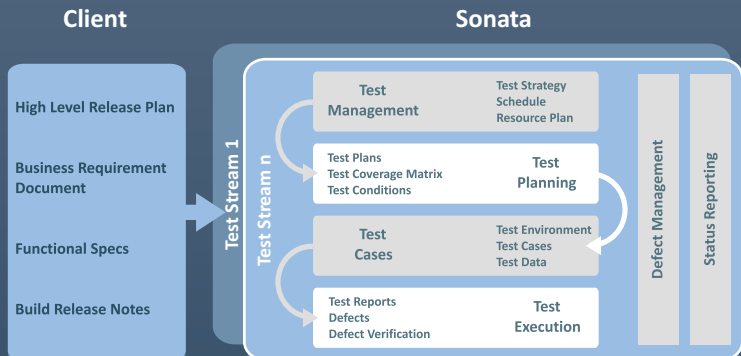
Sonata's Managed Testing Services, powered by business event-based testing model, help enterprises ‘Run the Business’ and ‘Change the Business’ at will, without compromising on the quality of service delivery.

Sonata's Managed Testing Services act as a centralized and independent verification and validation arm for all application streams, providing end-to-end testing services - right from Test Strategy to Test Planning, Test Execution, Reporting and Optimization. This translates to a **complete ownership** for delivering and ensuring the completeness, availability and change management of your business application landscape, managed by SLAs.

Sonata brings in **deep domain knowledge** to the client engagements through the experience of working with industry leaders in multiple domains such as Telecom, Travel, Insurance and Manufacturing. Based on **mature processes, metrics-based approach and global delivery capability**, Sonata helps enterprises reduce operational costs to run 'Business as Usual' systems. Our innovative delivery model helps identify the synergies across application streams, **enabling effective resources sharing & reusability of test artifacts**, while ensuring visibility over end-to-end process flow that spans multiple applications.

Sonata leverages its repository of the best practices, techniques like risk-based testing and **SonnetTest**— our Regression Test Automation framework, to reduce the automation effort and time.

## MANAGED TESTING - Client Engagement Model



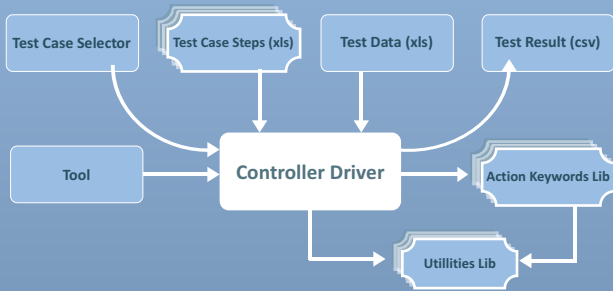
## SonnetTEST – Regression Test Automation Framework

SonnetTEST leverages our expertise in testing multiple releases of complex business applications and technologies. SonnetTEST uses a combination of action-keyword and data-driven approaches to ensure a high degree of reusability.

The central component of SonnetTEST is a test driver which orchestrates the test automation along with the tool.



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This framework brings about measurable improvement & consistency in test coverage as well as reduction in the effort & cycle time for Regression Testing in the long run, by ensuring a high degree of reusability. Moreover, by breaking down the test cases into a series of basic action keywords, the preparation and execution of automated test cases requires only limited knowledge of the automation scripting.

#### Re-usable test scripts

Each test case is broken down into a series of action keywords, which in turn are automated using scripts

#### Re-usable test cases

Isolates test data from test case steps to facilitate execution of the same test case with different sets of data.

#### Re-usable across applications

Can be used across web, client-server or mainframe applications

#### Reusable across platforms

Uses configurable environment variables and hence scripts can be run in different environments/machines

#### Reduction in automation effort

Reduces the automation effort by upto 50% over 3-4 release cycles  
Reduces the need for automation scripting expertise by almost 40%

### Tools Expertise

#### Functional Testing

- WinRunner, QTP (Mercury)
- Robot (Rational-IBM)
- SilkTest (Segue)
- QARun (Compuware)
- VSTS (MS), TestComplete, Squish
- Selenium
- MS SMS, OCT, OMPM

#### Performance Testing

- LoadRunner, Astra LoadTest (Mercury)
- ACT (MS)
- SilkPerformer (Segue)
- WAST
- OpenSTA
- Web load

#### Test Management

- TestDirector/Quality Center (Mercury)
- Rational Test Manager (Rational-IBM)
- QADirector (Compuware)
- Testopia

#### Defect Management

- ABTS (Sonata's tool)
- Bugzilla
- Jira
- Mantis

**HP Software Gold Partner**  
Best Solution Partner for APAC, 2006

### Sonata Value Proposition:

#### Strategic benefits:

- Business event-based testing; focus on meeting business needs
- Drastically reduced management overheads
- End-to-end testing responsibility on Sonata
- Overall improvement in end-user satisfaction
- Specialized Testing Services-
  - Test Automation Consulting
  - SAP Testing
  - Optimized Performance Testing

#### Operational benefits:

##### Superior Quality at lower operational costs

- 30% assured cost reduction and 10% Y-o-Y due to productivity enhancements.
- Lower resource- & team-cost, achieved through effective utilization & sharing of resources
- Optimum usage of automation
- Unbiased and objective testing from the business users' perspective
- Streamlined testing processes across multiple application streams as well as reuse of test artifacts.
- Defect analysis and feedback to the development team for error reduction and early error detection.

### Leading European business conglomerate

*"Good Engagement and Excellent Test Performance."*

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

### US-based financial Services major

*"It is for this "Can Do" attitude I send not only my thanks, but the thanks of the entire team. We appreciate your hard work and dedication and we are very proud to have you as a PART OF OUR TEAM"*

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Based on an outcome-/SLA-driven service model, Sonata's testing practice group offers a compelling business proposition – cost optimization, productivity enhancement and improved software quality – to enterprises and software product organizations. Leveraging on a global delivery model, Sonata has been managing large and complex testing engagements for its clients worldwide for over 15 years.

Sonata has established alliances with testing tool majors and attained expertise in most of the standard test tools. Sonata's testing frameworks and reusable assets help improve the quality of testing and time to market.

Sonata Software, an IT consulting and services company, provides software services to global companies. Sonata's customers span across the US, Europe and the Asia-Pacific. Its portfolio of services includes IT Consulting, Product Engineering Services, Application Development, Application Management, Software Testing, Business Intelligence, Infrastructure Management and Packaged Applications.

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