CASE STUDY

While testing is an important part of the software development process, it typically takes up as much as 40% of the effort and budget allotted for applications. With CIOs under strict directives to deliver the highest quality at the lowest cost, special expertise is needed.

Rolta Testing as a Service Lowers Costs and Shortens Time to Deployment

CHALLENGE

A leading provider of financial services to credit unions and their members worldwide offers lending, protection, financial, employee and member solutions through strategic partnerships, technological innovations and multiple service channels. The organization didn't have a dedicated team of testing professionals, and so used business analysts on an ad-hoc basis to meet its testing requirements. Also, performance testing resources were utilized in variable mode, leading to additional cost.

Clearly, not a good scenario for this growing company. Without the use of qualified software testers, quality of deployed applications suffers, timelines to implementation are extended – and often extended again – and budget overruns are all too common.

SOLUTION

Rolta helped this global financial services organization develop a dedicated Testing Center of Excellence (TCoE) to manage testing of all of the enterprise's IT systems and applications, and to centralize processes and inculcate quality standards and best practices across the organization.

Rolta began by establishing the business need for a TCoE and developing a suitable operating model and structure. The analysis and TCoE design defined the Testing Processes, Standards, Models and Methodology to be followed for testing systems and applications to ensure adoption of Best Practices across the organization.

Once a clear business benefit was understood and a plan laid out to accomplish defined objectives, Rolta then established a dedicated Testing Center of Excellence (TCoE) for the organization. The Center is comprised of talent from both the client and Rolta, and operates at a peak of 127 resources (21 onsite; 106 offshore). The dedicated team of testing experts provides services across various business lines.

Applications tested include Microsoft CRM, P&C Policy Admin System and web-based applications for Customer Operations and Employee Benefits business lines. The TCoE provides the following testing solution offerings:

- Functional Manual Testing
- Functional Automation Testing
- Performance Testing
- Data Conversion Testing

RESULTS

Rolta implemented proven testing processes and methodology and successfully completed 6 projects (including 2 functional automation projects) in just 7 months. Transparency is maintained by providing extensive metrics at pre-defined intervals.

Productivity Benefits

- Functional automation cut costs by more than 80%
- Test scripts and test data is made available for future regression runs, further cutting costs, time and effort
- Enhanced Performance Test protocols resulted in more than a 50% cost savings

Resourcing Benefits

- Rolta's established core + flex staffing model ensured dynamic resource management
- The TCoE affords extreme flexibility, increasing the testing team by more than 63% when needed and with just 2 weeks' notice
- Highly effective, quick team ramp-ups are accomplished through an organized and comprehensive training process

Effort

Cost

	Manual	Automation
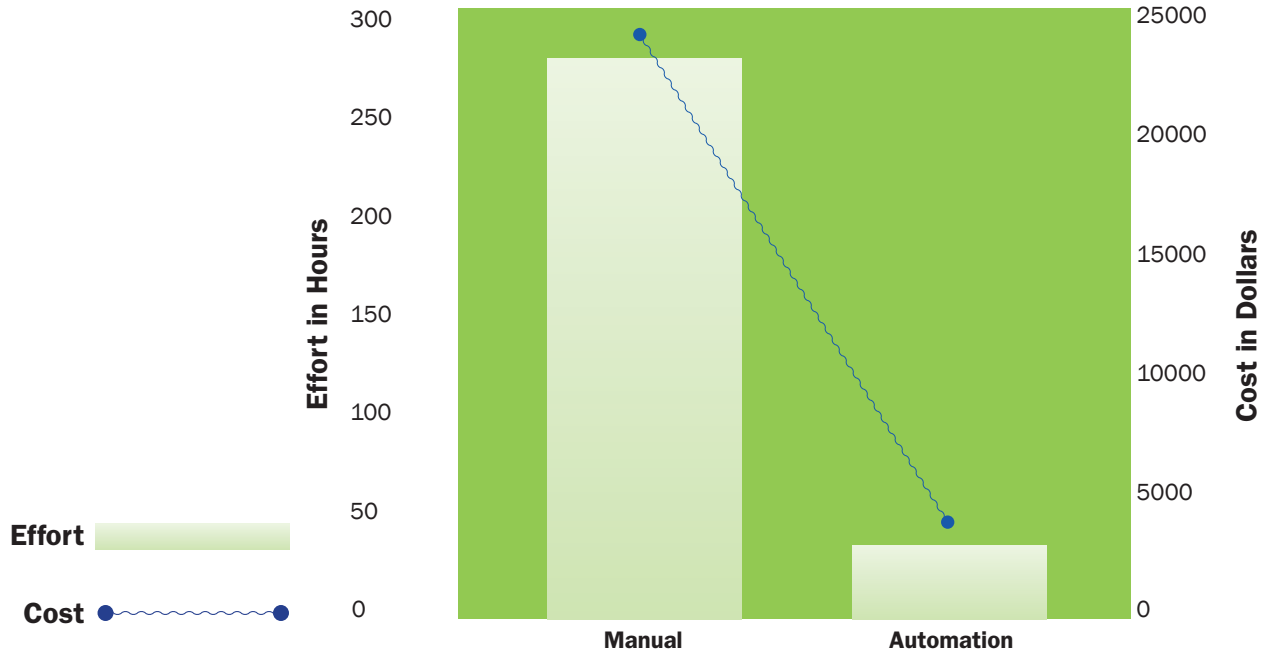
Quality Benefits
- Solid test case coverage and continuous process improvements ensure a high quality of deliverables
- Performance test coverage was dramatically increased, and application performance improved by more than 40%

Balanced Scorecard
Rolta and the client devised a scorecard to evaluate the performance of the TCoE against KPIs. The adoption of the Scorecard underscores Rolta's full commitment to the client's success. KPIs included metrics such as budget, time and satisfaction.

ROLTA'S TESTING AS A SERVICE
Rolta has supported the application testing needs of enterprise organizations around the world, delivering accelerated timelines through automation, and rigorous processes and comprehensive frameworks designed to meet specific client needs and ensure high quality.

WHAT WE OFFER:
- Diverse automation and performance frameworks with innovative tools and infrastructure
- Vast experience in industry standard ERP, CRM and other turnkey applications on multiple technologies
- Flexible support for every phase of the Software Testing Life Cycle
- Expertise testing the products and projects in different domains

To learn more about Rolta's Testing as a Service offerings, email us at ManagedServices@RoltaSolutions.com.