

## Case Study



### An FMCG major saves \$350,000 through a dynamic end-to-end validation program

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Having invested significantly in radically remodeling its supply chain and having committed specific timelines to its partner ecosystem, the client required a validation program that would enable it to meet commitments. Infosys adopted a dynamic end-to-end validation program to help the client meet all of its commitments and achieve cost savings of \$350,000 as well as compress timelines by 8 weeks.

## The Client

The client, a leading food-product marketing and distribution firm, made huge investments to radically re-model their supply chain. They realized the potential of saving over \$350 million annually through a lean-and-mean supply chain. The vision was to move from their current state where individual entities in the client's structure optimized themselves, to an end-to-end, integrated supply chain.

The organization wanted to reduce the Total Cost of Ownership (TCO) with emphasis on several perspectives to:

- Validate the overall IT solution for realizing the benefits of \$350 million/year through the new supply chain initiative
- Validate the seamless integration of operations of the new business entity with the existing operating channels
- Assure continuity in daily operations worth over \$100 million

## Challenges

- No master plan at program level, resulting in the timelines shifting several times by a large extent
- Zero flexibility on timelines driven off the client's commitment to markets
- No uniform methodology and standards for development and quality assurance due to multi-vendor, multi-package scenario
- Highly complex architecture involving 120 interface points across diverse platforms that would integrate their legacy systems with four newly adopted packages
- Lack of overall solution architecture with 'silo' approach to design and development
- Lack of documentation for the existing legacy applications' functionality
- Numerous complex dependencies across 25+ business and IT tracks
- Lack of skilled resources and management expertise in executing a testing program of such business and technological complexity

## The Infosys approach

From an IT perspective, this engagement involved a simultaneous implementation of four best-in-class packages around EAI middleware and integration with the current legacy framework built on AS/400, AIX and MVS-based applications.

The four-phased testing strategy for validation of the program comprised:

**Pre-integration testing:** Testing of all changes made to legacy applications to accommodate the new packages and new interfaces between legacy applications

**Link testing:** Testing logically grouped sets of interfaces through the EAI hub that constitute various business subprocesses

**End-to-end systems integration testing:** Testing of end-to-end business functionality

**Automated regression testing:** Validating that the existing business processes would not be adversely impacted

The focus of this validation program was on:

- **Flexible, dynamic planning:** to minimize the cascading effect of upstream timeline delays
- **Business scenario driven test scripts:** to mimic the end users' usage in production
- **Scenario review workshops, smoke test and script pass cycles:** for early detection of defects
- **Optimal sequencing and scheduling:** to minimize test data setup needs and overheads
- **Reverse engineering of legacy applications:** to derive the requirements for regression testing
- **Framework-driven automation:** to create a regression test bed with minimal scripting
- **High reusability of artifacts:** for future releases and implementations

## Benefits

The Infosys team helped the client to table several business benefits through this program:

- **Saving on cost and timeline:** of over \$350,000 and eight weeks through strategic planning
- **Shortened the user acceptance cycle:** by two weeks through higher effectiveness of earlier testing phases
- **Lower TCO:**
  - Through a data-driven automated regression test suite for legacy applications
  - Large savings on training, support and maintenance costs through cross-training
- **High confidence and predictability:** delivered to the business teams on the new and existing functionality by engaging them through earlier test phases
- **Shrinking future test cycles:** by providing a repeatable test strategy and several reusable artifacts
- **Pre-empting discovery of several business design gaps:** through scenario review workshops during the test-planning phase
- **Providing verification checklists:** to the infrastructure and data conversion teams for verification of test environment and initial data setup
- **Developing an integrated code migration methodology:** which could be used across all the validation environments and production
- **Enhancements suggested to the existing automation framework:** to the client's regression testing team
- **Reduced the cycle time for automated scripts execution:** by bringing in efficiencies via automating the process for backup and restore of test data
- **Development of re-engineering documents:** for legacy applications and creation and walkthrough of the new end-to-end validation scenarios



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### About Infosys

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