

Case Study



Testing Center of Excellence (TCOE)

Abstract

Infosys established a Testing Center of Excellence (TCOE) at a leading global bank resulting in a defect removal capability of over 99%; and a Quality Assurance (QA) cost reduction of 40%

The Client

The client is a Global Bank with a presence in over 60 countries. The customer operates in personal banking, private banking, commercial banking and corporate & institutional customer segments.

Background

The client's approach to Quality Assurance (QA) had been at a discrete project level and not coordinated across the multiple lines of businesses. The client was facing the following issues: non-standardized tools usage, multiple testing processes in use across projects leading to non-optimal resource usage; and inadequate test documentation resulting in poor knowledge management. To resolve these issues and to improve QA across the organization the client engaged Infosys as a partner. Over two years Infosys took over functional acceptance testing (FAT), pre production testing (performance testing including load and non load testing), regression and functional automation for 350+ applications across 5 lines of business. The QA function improved resulting in greater defect removal efficiency, improved test coverage and improved schedule adherence.

Business Need

After the initial improvements in QA were achieved the engagement team decided to take a strategic org-wide approach to testing. The team decided to move from the existing siloed QA process towards a consolidated QA program. The vision was to create a unified team with optimized tools, processes and resource utilization; and to improve test environment availability and management.

Infosys' Solution

Over a period of 12 months Infosys established a Testing Center of Excellence (TCOE) that leveraged the consolidation of QA services and drove further standardization of tools and processes. The TCOE employed had the following features/highlights:

- The TCOE employed a core QA team and a fungible resource pool for quick ramp-up/ramp down.
- It used a governance structure to manage resources under a single umbrella and to monitor / measure the TCOE performance.
- It established a well-defined metrics capture and knowledge management process with a view on function level effectiveness and to drive process transformation within QA
- The TCOE also adopted a Enterprise wide Test Automation strategy to drive automation and leveraged the Infosys testing solution of ITAA (Infosys Test Automation Accelerator) to improve productivity & reusability
- The Global Delivery Model (GDM) was leveraged by remotely executing testing services leading to quicker turnarounds and cost optimization.
- At an organizational level the TCOE established Operational Level Agreements (OLA) guided by RACI matrices with multiple vendors linked to the SLA framework of the bank. In addition, the TCOE established an Integral Test Planning and Implementation calendar for test environment management which streamlined deployment schedules from all the vendors. This led to a reduction in deployment timelines, effective utilization of test environments and ensuring adherence to budgeted schedules

Benefits

Infosys helped the client achieve the following benefits:

- Reduced overall QA cost by 40%
- Achieved 100 % schedule adherence
- Achieved greater than 99% defect removal efficiency
- Implemented ITAA solution which increased the test execution productivity by 40%
- Achieved 95% Test coverage across applications
- Test environment availability increased from 60-65 % to 80-85 %



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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