

Case Study



Setting up an Independent Test Centre for a Pharmaceutical Major

Abstract

A global pharmaceutical company partnered with Infosys in setting up a testing centre to, improve quality and productivity. The program resulted in 99.99% test effectiveness and saved the client 3.8 million USD.

The Client

The client is a leading global pharmaceuticals company engaging in the discovery, development, manufacture, and marketing of prescription medicines for humans and animals worldwide. It operates from over 100 countries.

Business Need

The client sought Infosys's help in setting up a testing centre catering to end-to-end testing of its Web-based applications. The challenges it was facing included ineffective in-house testing, fewer processes and standards, and inaccurate effort estimation leading to delayed implementations. The client was also being forced to spend on rework owing to the inefficient usage of available tools. The program aimed at providing a cost-effective solution with a focus on selection and implementation of the right set of testing tools for improving quality and productivity. The service areas included research and development, quality compliance, sales marketing, and CRM.

Infosys's Approach and Solution

Infosys deployed experienced testing professionals with pharma domain experience, particularly, experience working on validated project environment, to help the client meet FDA guidelines. The program kicked off with a detailed study of client's existing processes. Loopholes in existing execution techniques were identified by comparing current scenarios with successful past projects. The team summarized best practices of past projects, emphasizing on effective knowledge transfer. Standards and timelines for individual deliverables along with brainstorming on possible value additions were carried out in the initial phase itself. Teams were setup at onsite and offshore with personnel trained on domain and other application-specific courses required for the successful completion of the projects. Infosys team took no time to understand and adapt to the processes specified by the client to meet the regulatory compliance around validated applications due to the knowledge they carried around the domain.

Infosys' solution introduced the client to new testing tools and techniques, leading to significant improvements in the entire workflow process. The team introduced efficient processes and standards, resulting in consistency of deliverables, thereby reducing expense on rework. Metrics reporting process was streamlined resulting in easy identification of pain points and their proposed solutions. Infosys team came up with robust estimation models resulting in significant improvement in timelines, thus doing away with delayed implementations. Effective knowledge management, useful collaborations with domain expert group and other specialized testing groups, comprehensive metrics reporting to the client, and usage of well proven project management tools and techniques ensured the client was highly satisfied.

Business Value

Benefits to the client were:

- Test Effectiveness of 99.9%
- Cost savings due to Global Delivery Model (GDM) close to 3.8 MUSD.
- Client-specific tools, tailoring automation tool and macros leading to 12 % reduction in effort.
- Exhaustive test creation and execution guidelines for validated applications.
- Improved business value by early defect detection during requirement and design analysis, leading to cost reduction in bug fixes.

Client Testimonials

"This was one of the cleanest and neat set of the documented deliverables that I have seen in my professional career"

Quality Manager for Quality Compliance System



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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