

**INFOSYS
NEXT GEN
MANAGED
QA
SERVICES**



Service Offerings

From cost centers to delivering business assurance, testing has come a long way in a few years. Despite this transformation driven by new development methodologies and technologies, organizations today want more. To realize value faster they need greater maturity, agility, flexibility, and speed-to-market in their QA function. Infosys' Next Generation Quality Services help you rapidly ascend the QA value chain.



Business expectations from QA



Business Agility to adopt to changing market environment



Predictable business outcomes



Reduced Cost of Quality



Excellence in Execution



Flexibility in Operations



Faster Time to Market

Figure 1: What business wants from QA

Proactive Assurance

Infosys' Next Gen Managed QA Services is a proactive assurance model that discovers problems before they affect your business. Our four-pronged strategy transforms the way you test. It takes your QA function to the highest level of maturity, making it business-driven. Our managed services model is built on strong processes and a clear understanding of each client's challenges and their specific environment. What you experience is consistent, scalable, cost effective, high quality, and predictable shared services for platform and applications support across the globe. Our QA services operate within Infosys' comprehensive governance framework for sustained operations coupled with continuous improvement.

Infosys Managed Services Framework

- Availability of business assets (test cases, test strategy) from similar engagements
- Focus on early validation of requirements with domain advisors
- Managing requirement quality index and volatility index
- Effective knowledge management



- Focus on higher level of automation (>50%) including early automation
- Need to leverage industry-best tools
- Leverage vendor- built tools through their experience of working with other customers
- Optimize STLC phases based on business need

- Pricing options to lower cost by 30%
- Flexibility to choose from catalog of services
- Services could be end-to-end or a phases of testing
- Pricing based on number of requirements to be tested or test cases to be prepared/ executed
- Pricing model away from traditional T&M/FP but with *Test Unit estimation model



- High degree of transparency in operations
- Round the clock availability of required information through portal
- Early warning framework to get insights into project risks through various phases of development and testing

Figure 2: Complete assurance with Infosys governance framework

***Test Unit estimation model:** Infosys has IP on "Test Unit" estimation model, this model helps to derive required test units for a given project work. The cost of the project can be calculated using total test units for a project and price/ test unit. The price per test unit is derived based on the commercial terms of the relationship.

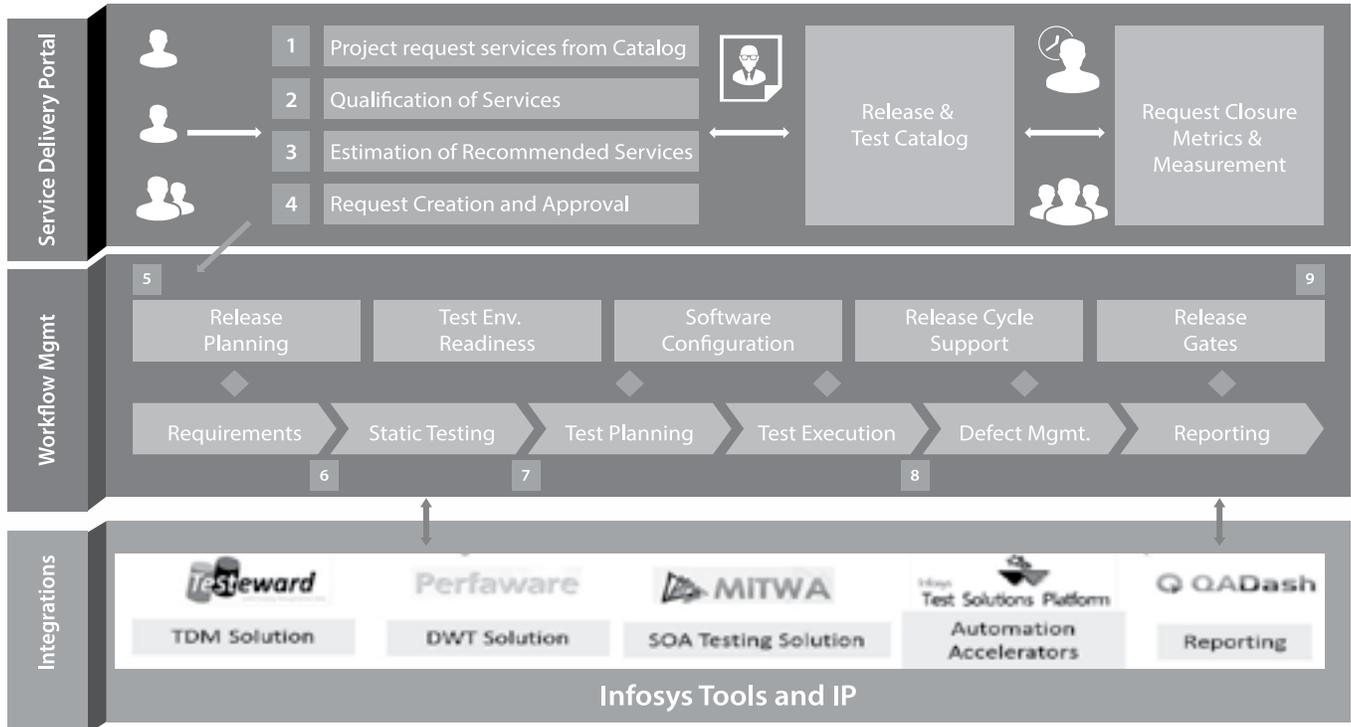
Our QA services and the framework are supported by the Infosys Service Delivery Platform, a customizable framework for Test and Release system. This platform covers tools, workflows and structures across the entire STLC process.

- Easy-to-use portal-based system for

project request initiation, estimation and test unit calculations

- Proactive alert mechanism
- Catalog-based system to choose type of testing service
- Integration with HP ALM – workflow management

- Leveraging Infosys IP – MiTWA (SOA solution), Perfaware (DWT/Big data solution), TeSteward (TDM solution), EDPS (Data security solution), QADash (Reporting solution)
- Defect analytics solution



With added client benefits of

- Centralized Platform
- Infosys IPs, investment - Co-Creation model
- Partner-agnostic
- Agility, Efficiency, Governance

Figure 3: Infosys Next Gen Managed QA Services



Benefits

| Cost | Productivity | Pricing Options | Upstream Quality | Workflow Management | Alert Mechanism |
|--|---|--|--|---|---|
| 25 – 30% cost savings under managed services model as compared to traditional effort-based billing | 20 – 30% of productivity improvement by utilizing advanced Infosys IP and tools | Pricing flexibility based on catalog of services and no of requirements/test cases to be tested/ test units to be tested | Reduced requirement volatility with upstream quality improvement | Seamless workflow management aided by portals, ready-to-use estimation models | Feature rich platform with proactive alert mechanism for enhanced efficiency and productivity |

Defects down 99.8%, costs reduced 40%

A large Australian bank achieved 40% cost reduction through our innovative test unit-based managed services model. Our outcome-based model and new age QA services were based on the following four pillars:

- Test unit-based estimation
- Service catalogue-based pricing
- Test metrics reporting through QA dashboard
- Implementation of test data management maturity model

We achieved 99.8% defect removal and further cost savings by improving upstream quality.



For more information, contact askus@infosys.com

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