LET'S TALK
APPLICATIONS

ASSURING
EXCELLENT GAMING QUALITY

WAGER GAMES

This paper focuses on the critical role quality assurance plays in the wager gaming industry and some of the key challenges for creating a successful quality assurance strategy. Paper also dwells upon HCL's quality assurance practice and how it has been able to help global gaming companies in a smooth roll out of gaming products and services.

INTRODUCTION

THE GAMING WORLD

Global wager gaming industry, at the current size of $470 BILLION, is characterized by variable growth patterns caused by ECONOMIC CONDITIONS, GOVERNMENT REGULATIONS, CHANGING CUSTOMER BEHAVIOR and THE DIGITAL SHIFT. These factors act as both accelerators and as challenges which must be optimally dealt with to ensure a continuous, unified and engaging gaming experience for end customers.

As wager gaming enters the era of DIGITIZATION, the gaming market is now wide open to competitors and puts the ball in the customer's court with no geographic boundaries. For any wager gaming business to stay ahead of the curve, it is not only necessary to innovate and engage customers, but also assure quality. Quality Assurance is critical to both revenues and brand loyalty as well.

GAMING QUALITY ASSURANCE

In today's competitive times, cost and innovation are not the only factors behind the success or failure of a product or service. QUALITY will be equally essential. The "World Quality Report" survey for 2014-15 reports that while TESTING AS A FUNCTION IS GROWING, different industries are concentrating on improving their quality management systems to reduce the time to market, gain domain expertise and reduce the QA budget.
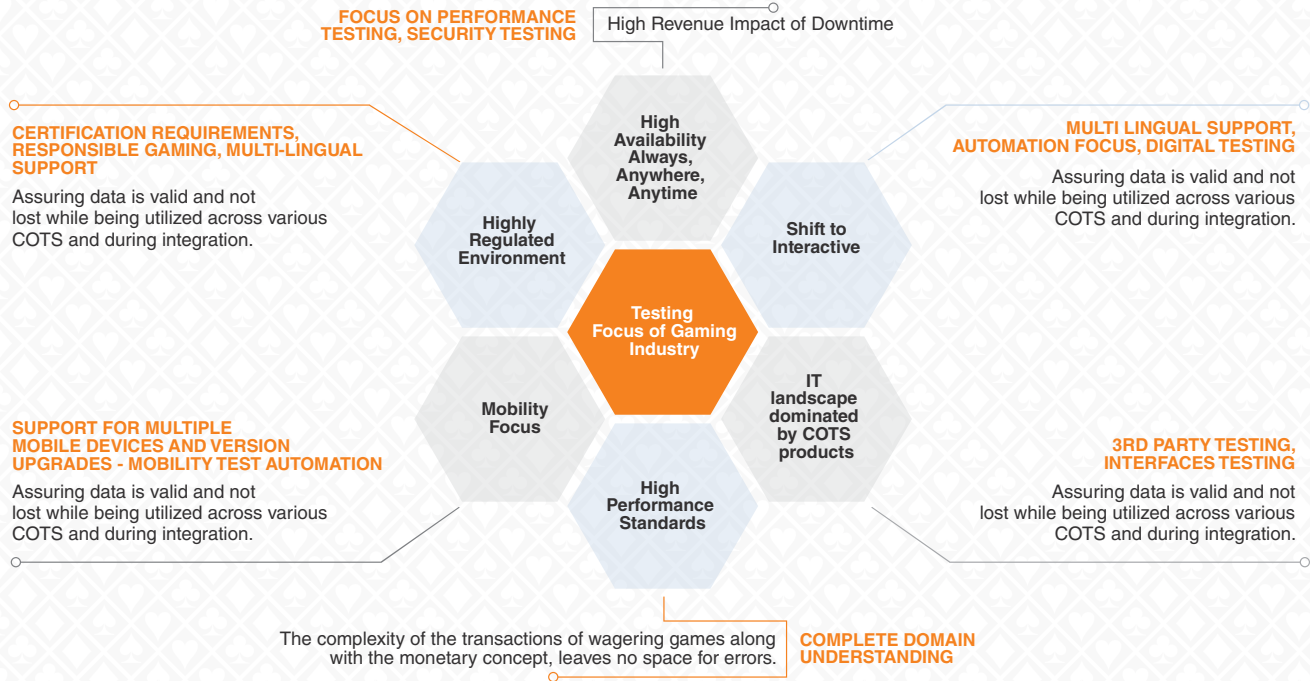
In the case of the wager gaming industry, the increase in different channels and geographies, with an add-on of strict government regulations has led to the integration of quality management with each gaming product / gaming service development lifecycle. Every organization is laying stress on building an effective process that is well supported by systems to enforce stringent quality management.

WAGER GAMES ARE NOW READILY AVAILABLE 24X7 AND ANYWHERE. Wager games are available on any smart phone, laptop, tablet and even TV. One can pick their lucky set of lottery numbers for weekly draws for as many number of weeks as they wish to. A poker face is no longer required for one to win at a poker table. A player can start a poker game on their tablet, and rejoice on the occasion of being dealt a good hand. Friends can sit in their respective living rooms, and play bingo on their TVs. And all this can be done, with no dependence on the time and player's geography.
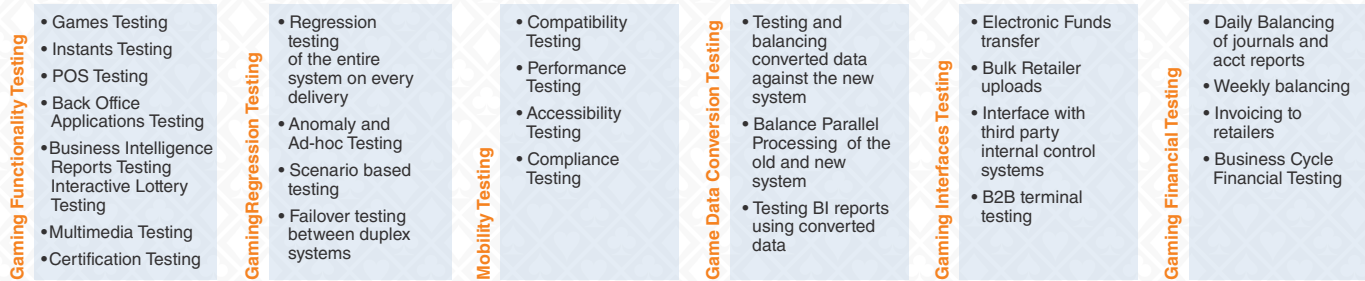
As gaming products and services customize to match to each and every player's needs, it becomes essential for any wager gaming provider to provide a consistent user experience by utilizing the right testing tools & frameworks. This becomes even more complex with the financial transactions as well the wagering regulations involved.

HCL'S GAMING QUALITY ASSURANCE VALUE PROPOSITION

FOCUS ON PERFORMANCE TESTING, SECURITY TESTING

High Revenue Impact of Downtime

CERTIFICATION REQUIREMENTS, RESPONSIBLE GAMING, MULTI-LINGUAL SUPPORT

Assuring data is valid and not lost while being utilized across various COTS and during integration.

MULTI LINGUAL SUPPORT, AUTOMATION FOCUS, DIGITAL TESTING

Assuring data is valid and not lost while being utilized across various COTS and during integration.

High Availability Always, Anywhere, Anytime

Highly Regulated Environment

Shift to Interactive

Testing Focus of Gaming Industry

Mobility Focus

IT landscape dominated by COTS products

SUPPORT FOR MULTIPLE MOBILE DEVICES AND VERSION UPGRADES - MOBILITY TEST AUTOMATION

Assuring data is valid and not lost while being utilized across various COTS and during integration.

High Performance Standards

3RD PARTY TESTING, INTERFACES TESTING

Assuring data is valid and not lost while being utilized across various COTS and during integration.

The complexity of the transactions of wagering games along with the monetary concept, leaves no space for errors.

COMPLETE DOMAIN UNDERSTANDING

HCL'S GAMING QUALITY ASSURANCE SERVICE PORTFOLIO

Gaming Functionality Testing	GamingRegression Testing	Mobility Testing	Game Data Conversion Testing	Gaming Interfaces Testing	Gaming Financial Testing
• Games Testing • Instants Testing • POS Testing • Back Office Applications Testing • Business Intelligence Reports Testing Interactive Lottery Testing • Multimedia Testing • Certification Testing	• Regression testing of the entire system on every delivery • Anomaly and Ad-hoc Testing • Scenario based testing • Failover testing between duplex systems	• Compatibility Testing • Performance Testing • Accessibility Testing • Compliance Testing	• Testing and balancing converted data against the new system • Balance Parallel Processing of the old and new system • Testing BI reports using converted data	• Electronic Funds transfer • Bulk Retailer uploads • Interface with third party internal control systems • B2B terminal testing	• Daily Balancing of journals and acct reports • Weekly balancing • Invoicing to retailers • Business Cycle Financial Testing

ACROSS VARIOUS APPLICATION CHANNELS

ELECTRONIC GAMING MACHINES   **LOTTERY POS TERMINALS**   **ONLINE WAGER GAMING**   **LOTTERY/ WAGER MOBILE GAMING**   **WEB & DESKTOP APPS**

CASE STUDIES

For Over 10 years, HCL has been helping a global lottery provider roll out its lottery application platform quickly in a cost effective manner for both new and existing sites located in multiple states and countries by providing cloud enabled automation testing and support services

HCL helps one of the world's leading casino operator provide excellent guest experience by improving operational efficiency, time to market, compliance upgrade processes through quality assurance services such as function testing, cloud testing, kiosk testing, load testing, etc.

Improved time to market and customer satisfaction rating for a casino operator through reduction of about 40% of the manual effort / cost of running each regression test cycle

Reduced the time taken to test new mobile games on multiple devices prior to launch by increasing efficiency by 50% from one week to two hours by implementing a Mobile Automation Test Factory

APPLICATION SUPPORT & MAINTENANCE

BIG DATA & BUSINESS ANALYTICS

BUSINESS ASSURANCE & TESTING

CLOUD, DIGITAL EXPERIENCE & MOBILITY

COLLABORATION, CONTENT & SOCIAL

CUSTOMER RELATIONSHIP MANAGEMENT

DIGITAL SYSTEMS INTEGRATION

E-COMMERCE & OMNI-CHANNEL

ENTERPRISE RESOURCE PLANNING

HUMAN CAPITAL MANAGEMENT

MODERN APPLICATION DEVELOPMENT

PLATFORMS & INTEGRATION

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Relationship™
BEYOND THE CONTRACT

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