

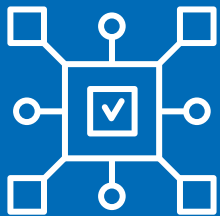


Enhance product development and delivery with test automation

30% increased ROI by optimizing operations for a lottery and gaming company

About the Customer

The client is a global leader in the gaming and lottery industry, providing best-in-class product suites and services in more than 100 countries.



The Challenge

The client developed white labeled products, customized, and deployed them to service 100+ customers across the globe. Each deployment had a product stack with a diverse technology ecosystem, multiple deployment channels (web, mobile, gaming terminals), and varied customization needs, necessitating intense testing, product engineering, and quality engineering efforts.

HCL worked with the client to address the following challenges



To optimize the turnaround time for customized deployment of the product baseline.



To streamline and enhance the output of the Quality Engineering teams who were working in silos and duplicating efforts across product baselines and customer deployments.



To address the limited automation in the ecosystem



To reduce the multiple automation and custom tools used for automation testing.



The HCL Solution

HCL partnered with the client to develop and execute a robust testing automation strategy and roadmap to deliver better and faster business outcomes:



HCL built an automation suite to conduct UI testing, API testing, functional testing, bulk data generation, business cycle testing, and ad-hoc activities like system start over, time movement, etc.



The automation suite was built and delivered as part of the product baseline. This could be easily configured and adopted for customized product deployment, reducing the overall testing effort.



A web-based test framework with a comprehensive test dashboard that enabled shift-left testing through automation integrated with the CI/CD pipeline and real-time reporting of automation was done across different environments.



HCL carried out the consolidation of the digital automation tool/tech stack.



HCL executed the standardization of automation test reports across products and channels.



A cloud-based mobile test infrastructure was built to manage mobile test automation across devices, including mobile operating systems (OS).



The consolidation of the test reports across devices into a single view enabled a straightforward interpretation of results

The Business Benefits

Increase in ROI: Up to 30% return on investment obtained on all automation implemented across products and their implementation.



Reduced Maintenance Cost & Efforts: Digital automation done globally by consolidating the tech stack and custom tools, which reduced the client's automation tool maintenance cost and efforts.



Possible increase in test coverage: Increased test coverage across all core products



Quick turnaround on smoke, business cycle, and regression testing: HCL shared the smoke and regression test report faster with stakeholders that enabled them to validate the build quality. The client can now perform business cycle testing within hours that earlier took at least a week.



Better utilization of QA Resources allocated to the project: Freeing up the QA team's time enabled them to focus on non-automated domain-specific testing.



Forward-looking solution: A forward-looking automation strategy and toolset for upcoming needs like robotic process automation (RPA) and predictive testing for the client.



Agile approach: The client can now leverage reusable test automation utilities, components, and adoption of the framework, as well as standardized best practices across implementations.



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