HCL

HCL'S **INTEGRATED LIFE CYCLE MANAGEMENT (iLCM)** HELPS CUT DOWN TEST CYCLE TIME & IMPROVE PRODUCTIVITY BY TEST WORKFLOW AUTOMATION

CASE STUDY

THE CLIENT

A fortune 50 online major. Leader in multiple internet related services and products which include online advertising, mobile & cloud computing, software, search etc. Global presence with a worldwide customer base and offices spread across 40+ countries.

NEED & CHALLENGES FACED

A specialized testing team to support pre-production and live testing of one of the world's largest video sharing platform of customer across 15+ environments and 90 devices in multiple shifts.

- High testing complexity with continuous daily tests of multiple application versions and 4000+ test cases within a short test window of few hours for end to end testing.
- Managing & allocating work on a daily basis to a large team of testers working across multiple environments: mobile devices, desktops, major browsers, set top boxes, gaming consoles.
- Test management and tracking tools used by the team are unsuitable for effective collaboration resulting in lower tester productivity.
- Test Leads spending significant time in non-value add activities like data collation and report generation – Daily, Weekly.
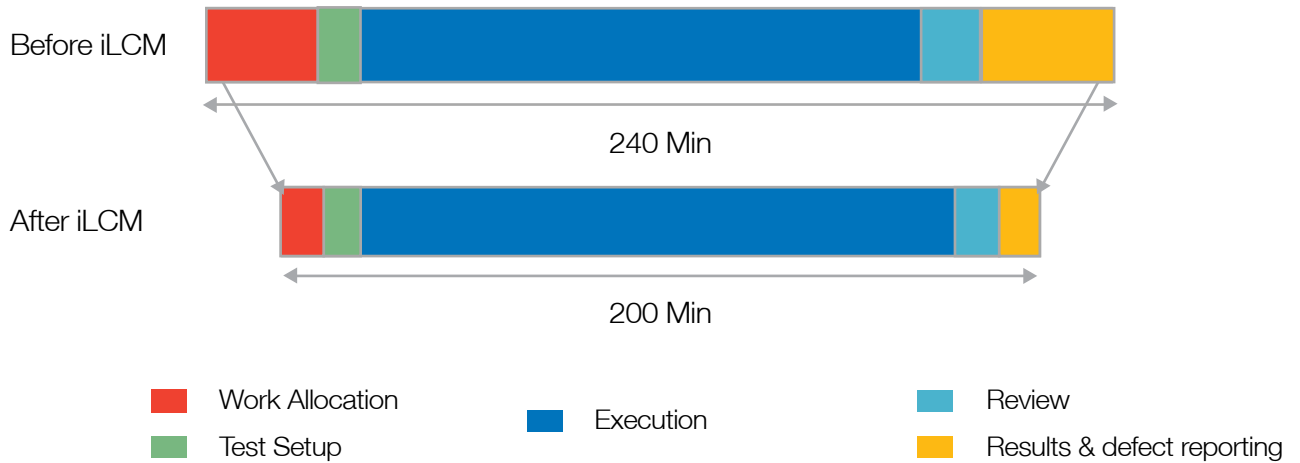
HCL'S APPROACH & SOLUTION

HCL identified & plugged the process gaps as well as improved efficiency with minor changes without any major impact on existing ways of working
As part of iLCM Deployment, HCL :

- Performed an As-is process analysis to identify automatable repetitive tasks in end to end testing workflow for shrinking the cycle time and improving productivity.
- Mapped use cases to the existing workflow and identified benefits, thereby ensuring workflow automation.
- Developed connectors for integrating customer's proprietary tools used for test management and defect management.
- Ensured a parallel run of as-is process and iLCM for a pilot group, before rolling-out to all team members for a smoother transition.

IMPACT OF iLCM

Test cycle time per shift per day reduced by 16%

Before iLCM

240 Min

After iLCM

200 Min

- 🟥 Work Allocation
- 🟩 Test Setup
- 🟦 Execution
- 🟦 Review
- 🟨 Results & defect reporting

CUSTOMER BENEFITS

Below are the estimated benefits expected out of iLCM deployment.

- iLCM achieves 16 percent reduction in test cycle time per shift by:
  - Optimized work allocation time taken by test leads.
  - Time-savings in testers' reporting time by enabling simultaneous reporting while testing.
- Reduces overall effort by 5% through test workflow automation, of few non-value add activities in end to end testing lifecycle.
- HCL ensures effective work and workforce planning by granular effort tracking & improved productivity.
- HCL generates actionable insights by creating role-based dashboards for manager, test leads and testers.

👆 To know more,Contact us at contact.ersslus@hcl.com

www.hcltech.com

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