



HCL CARVES A NICHE OF CUSTOMER SATISFACTION FOR A LEADING E-COMMERCE SOLUTIONS PROVIDER WITH ACCELERATED TIME-TO-MARKET



CLIENT DESCRIPTION

Client is a leading provider of Commerce solutions, offering a variety of marketing, consumer engagement, customer care, payment processing and various other technology integration services.

BUSINESS OBJECTIVES

Client aimed to achieve customer satisfaction through an array of following QA enhancements:

- To develop an E-commerce solution to increase site traffic and improve time-to-market
- To reduce regression testing effort and cost
- To optimize resource utilization with on-demand resource availability
- To develop an automation framework for both product model store and back-end retail order management
- To enhance customer satisfaction through flexibility and faster time-to-market of products
- To improve SLAs and knowledge management

ENTER HCL

HCL was chosen to provide a complete IT and Onsite production support and enhancement to all the client constituent companies

HCL SOLUTION

HCL improvised upon the Base product with the below mentioned efforts:

- Implemented the automation service framework for the client's base product for both WebStore and retail order management
- Implemented WebStore-based solution through Selenium (Open Source) using JAVA
- Implemented SLA-based delivery for strategic projects covering key metrics like schedule adherence; test plan/execution coverage, defect identification efficiency and defect leakage
- Established Test Service Centre for enhanced testing flexibility, knowledge retention and reduced time-to-market
- Standardized test templates and automation framework for enhanced re-usability

TOOLS SPREAD

- IBM RIT
- Selenium with Java
- Java/J2EE
- Oracle, Data stage

BUSINESS BENEFITS

- Accelerated go-to-market—50% reduction in regression phase due to automation resulting in new site launch in two weeks (previously 3 months)
- Improved SLAs—More than 99.5% system availability and average resolution time of SLAs reduced from 6.5 days to 3.5 days
- Reduced testing effort—Automation of regression suites lowered testing effort by 50%
- Improved knowledge management—reduced on boarding time from 8 weeks to 4 weeks
- Enhanced customer satisfaction through quicker time-to-market of products, faster SLA resolution and higher system availability



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