HCL

QEx Success Story

CASE STUDY

HCL SUCCESSFULLY DELIVERS
E2E MANAGED TESTING SERVICES
FOR E-COMMERCE AND MOBILITY
FOR US BASED FOOD SERVICES
DISTRIBUTOR

LET'S TALK APPLICATIONS

CONSUMER PRODUCT GOODS

BUSINESS ASSURANCE & TESTING

BUSINESS ASSURANCE & TESTING
Business value founded on proactive quality

CLIENT BACKGROUND

Carving a niche in the CPG sector, the client is a US-based food services distributor to restaurants, hospitals, government operations and educational institutions. The client has nearly USD 19 billion of annual revenue with web portal and mobile apps, bringing more than USD 13 billion of sales.

BUSINESS CHALLENGES

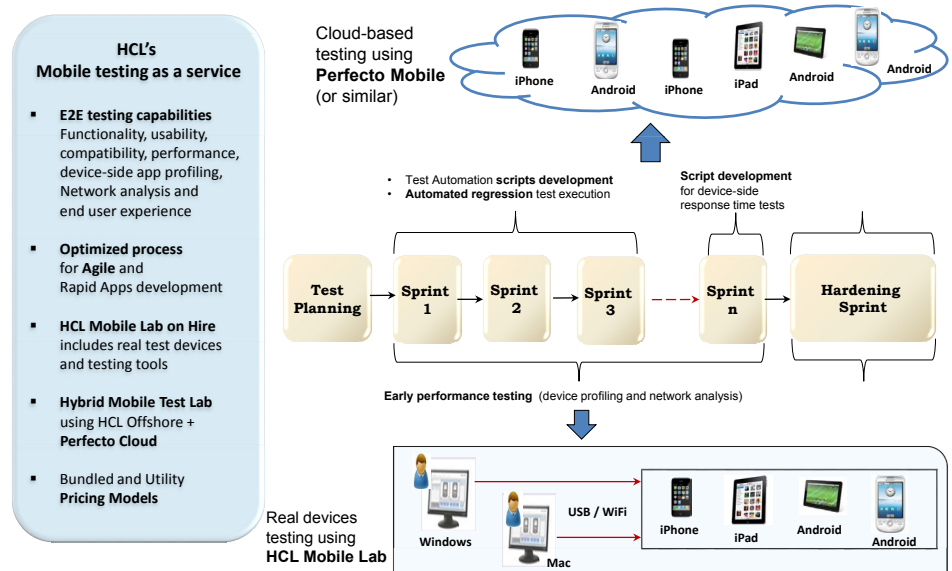The client faced the following business challenges:

- Each mobile app was to be integrated with the business functions of the client and its key business partner

- This was the first time the client undertook a comprehensive independent validation of its mobile apps. Before this engagement:
  - No automation was done
  - No agile-based testing was undertaken
  - Cloud-based testing solutions were not leveraged

HCL APPROACH

HCL assisted the client in performing functional, automation and performance testing for e-commerce and mobile applications. For performing its role in the engagement, HCL leveraged its following capabilities:

- End-to-end onshore and offshore capabilities in testing:
  - Testing as a services for mobile apps using **Perfecto Mobile Cloud and HCL Performance Lab on Hire**
  - HCL provisioned testing tools and devices—as a **Mobile Performance Lab on Hire**—for performance testing and engineering
  - **Early identification of performance issues** during each sprint for mobile apps via device-side code profiling and network analysis
  - **Sprint wise mobile test automation** using HP UFT and Perfecto Mobile

- Test management along with strategy and execution for e-commerce, mobile and ETL (Extract, Transform and Load in Data warehousing) wings of the client

- Functional testing
  - Validate end-to-end functionalities of the e-commerce and mobile apps including Web services
  - Performed usability testing to validate the ease of use, landscape/portrait, screen rendering, interrupts, display management-related test cases
  - Compatibility testing for various browsers, devices, form factors and OS platforms/ versions
- Test automation
  - Implemented **Hybrid Test Automation framework** boosting the automation coverage
  - Proactively monitored test environment availability and outages and addressed them by scheduling an **auto–e-mail containing site check-up report**
  - Implemented **HP ALM QC and UFT integration** for speedy automation execution activities
  - Carried out HP Sprinter for Smart Integration with HP ALM QC
  - Optimized search and reduced time as well as effort for DEV, QA resources and BAs by implementing **JIRA Suggestimate** feature
- ETL Testing
  - Validate end to end data migration activities, ETL jobs
  - Validate Data warehouse reports of all departments for layout, data accuracy and calculations

- 360 degree performance testing and engineering
  - **Device-side application profiling** using Android and iOS profilers
  - **Network analysis** using HTTP traffic capture tools such as Fiddler and Wireshark
  - **Server-side load/Performance testing** using HP Performance Center

IMPACT DELIVERED

HCL has 44% of the total QA workforce at the client's organization.

BUSINESS BENEFITS

The client did not have any offshoring component until HCL was engaged. Besides a 18:82 onsite-offshore ratio, the client has reaped the following benefits:

- 200% average increase in performance for mobile transactions
- 1,200 defects detected in e-commerce R3 project
- 25% cost savings due to reusability and automation
- 71% automation in e-commerce apps

| 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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