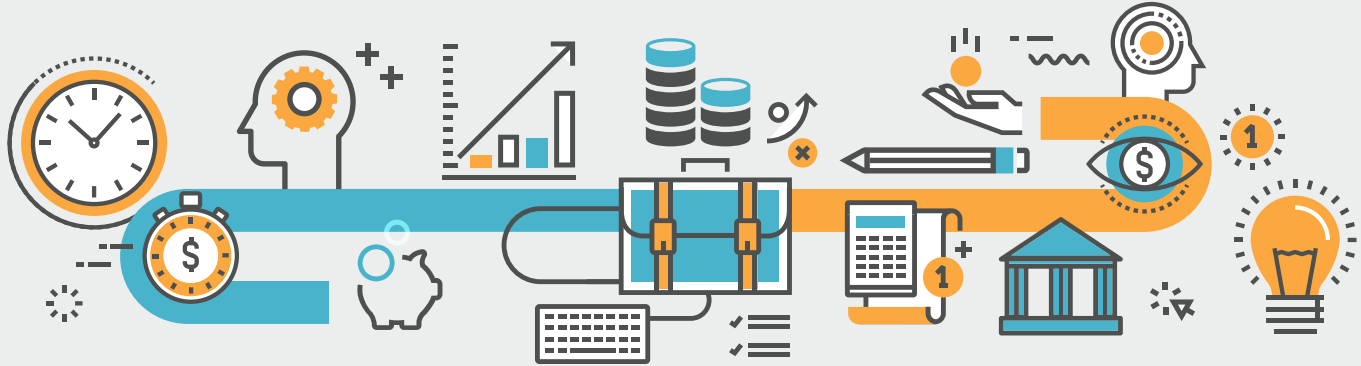


HCL'S MANAGED TESTING SERVICES DELIVERED 18% COST REDUCTION FOR A LEADING GERMAN BANK'S OPERATIONAL IT COSTS



THE CLIENT

The client is one of the largest banks in the world which serves customers in four principal segments: Corporate and Investment Banking, Private Banking, Asset Management and Corporate Investments.



CHALLENGES FACED BY CUSTOMER

- High spending on testing
- Severe production instability due to high volume of defects
- Lack of standardized Testing procedure
- Lack of an automated workflow between the build, deployment and Testing teams/ tasks
- Need to Increase platform stability of all the applications across various domains
- Reduce IT operation cost
- Reduce time-to-market for the transformational progress to retain a competitive edge
- High quality, state-of-the-art implementation of business-focused programs
- Improve service model flexibility and agility to reflect future business requirements
- Reduce vendor management overhead through strategic partnering



HCL'S SOLUTION

HCL strategized the Managed Testing Services (MTS) implementation as a three-phased approach - Define, Pilot and Roll-out. After a successful Pilot phase, HCL extended MTS to the rest of the portfolios and programs. Through MTS, HCL managed the transformation track along with Test delivery. During the journey, HCL identified multiple themes to address the challenges faced by the customer which are listed below:

Resolving Production Stability:

- HCL introduced the "Static Testing" to identify ambiguities in the requirements at an early stage of the SDLC

- HCL implemented the “Front to Back” automation approach for major programs to automate the entire business process Testing, release-on-release
- HCL performed a Root Cause Analysis (RCA) on the defects identified in various phases of testing and determined two contributing areas, namely clarity issues with functional specification documents and lack of focus on end-to-end business process Testing

Standardization of Testing Procedure:

- Implemented industrialized testing delivery to standardize the testing process across the domains supported by HCL
- Segregated the lines of service and implemented standardization of people, processes and tools

Controlling High Testing Spend:

- HCL moved from T&M delivery model to “Output-based delivery model” for all testing projects/programs. This eliminated dependency on the customer staff and reduced delivery risk
- The delivery was managed through KPIs – with penalty clauses if any of them are not met
- HCL implemented “HCL NexGen Automation Framework” with “In-process Automation” approach to reduce manual execution of functional testing. The first round of test execution was carried out through automation instead of converting manual test cases to automation pack

Tackling Lack of Automated Workflow:

- HCL demonstrated integration of the automated test scripts with the build and deployment process using HCL NexGen Framework. The framework integrated with build tools and HP ALM to trigger automated test script execution after the completion of the build stage.
- Demonstrated “Automated Environment Provisioning and Application Deployment” in HCL MyCloud environment by one-click-of-the-button. The integration enabled provisioning of a test environment in the cloud & deployed the application software, automation framework, database/services and test automation tools. After successful provisioning and deployment, the test scripts were executed automatically through HP ALM and results were stored in ALM. A notification was sent based on the success/failure of the process to the stakeholders concerned.

Key Testing Differentiators Implemented:

- Test factory service delivery model with standardized testing processes
- **Competency ladder**– Framework for skill based proficiency development and mapping
- **NexGen framework**– NexGen automation framework for In-process Automation and start automation earlier in project lifecycle
- **Risk Based Testing**– HCL RBT framework developed based on MoSCoW principle to optimize the testing impact during resource and time crunch
- **Requirement Ambiguity Testing**– HCL RAT framework to unearth defects early in project development lifecycle
- **Training Academy**– Testing and domain specific training programs to build a team of SMEs on various technical and functional areas
- **Core Flexi**– Using the HCL resource pool to meet the uneven demand during test lifecycle
- **Proactive Performance Engineering**– Early performance testing to identify architecture and load bottlenecks
- Output based delivery model with Catalogue-based pricing



BENEFITS

HCL delivered the following benefits to the client through MTS:

- Delivered 18% cost reduction on the entire Testing delivery through implementation of output-based delivery model (when compared to core-flexi delivery model opted for the previous year) and industrialized delivery model
- Delivered a customer acknowledged cost saving of 400,000 with “Static Testing” for a Top 10 program of the customer – which helped early identification of defects
- Committed and delivered an upfront cost saving of 20% through In-process automation. 60% of the Test cases were executed first time through automation, rather than the conventional approach of converting manual Test cases to automation
- On demand environment provisioning and automated application deployment for increased Environment availability and elimination of hand off delays
- Demonstrated a reduction of 60% in the automation effort for three large applications through the reusability feature in HCL NexGen Framework. 212 reusable components were delivered through the framework and realized a 95% overall Testing effort reduction



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