CASE STUDY

Driving Testing Transformation for a Leading Multinational Technology Services Organization

Client

An American enterprise IT service provider that facilitates digital transformation, intelligent edge architectures, and hybrid IT infrastructure. Its offerings drive the security and big data needs of data centers, cloud service providers, and global businesses.

Key challenges

The client's existing testing facility was extremely resource-intensive and did not provide complete visibility into the impact of changes made. There was a major gap between the production capabilities and the testing inventory. The automation scripts did not adhere to the best practices, and the regression tests only handled about 28% of the overall scope.

The client needed to create a Quality Center of Excellence (QCoE) to transform testing and provide a defect-free production landscape, enabling the team to make informed decisions about the release cycles.

LTIMindtree Solution

To overcome the challenges faced by the client, we set up a QCoE that would:

Enhance the repository of regression test scripts to increase coverage, address gaps, and reduce cost through test automation.

Implement best practices related to Continuous Integration/Continuous Testing (CI/CT), Behavior-Driven Development (BDD), Test-Driven Development (TDD), etc.

Enable end-to-end business process testing with all boundary apps connected on a production-like test landscape.
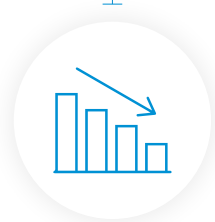
Implement centralized governance, enforce quality gates, and ensure Change Advisory Board (CAB) approval.

Business Benefits

LTIMindtree's QCoE standardized the testing process and improved resource utilization. Other notable impacts include:

~30% reduction in overall testing time

~80% reduction in time taken by SMEs
for impact-based testing

~90% adherence to defined Service
Level Agreements (SLAs)