QUALITY ASSURANCE AND TESTING – **ADAPT TO NEW IT**

Synergy

*Partners in
delivering value*

The constant change in technology landscape, and the evolution of new age technologies like Cloud, Digital, Mobile and Internet of Things demands un- interrupted performance of an application. The need surges to revive the approach to testing to ensure improved quality, faster time- to-market, to deliver outstanding customer experience and achieve high quality transformation.

Soaring Need for **Quality Solution**

Software testing is a specialized field and testers today are not limited to test execution and defect identification. It has become critical with the complexity of distributed IT systems and frequent technology upgrade. The focus has changed to defect prevention with the right amount of testing at the right time.

Did you **know**

- 60% of the IT budget across various organizations is now being spent on Testing and Quality Assurance
- Productivity of a leading Telecommunications company increased by 40% by implementing an enterprise Quality Assurance and Testing
- Test Automation is expected to transform the testing practice efforts by 50% over the 3 year maturity period.

Testing budgets are representing 35% of IT budgets and forecasted to reach 40% by 2018.

Source : World Quality Report 2015-2016

With increasing technology projects, many organizations are embracing managed test services and moving towards test bots. The need for innovation in methodology and tools is increasing by the day.

Applying **Quality Solutions** across Verticals

With the advancing technology, the software systems have become increasingly complex and precise. The capabilities of these systems determine the core of many businesses including HealthCare and Life Sciences, Retail, Energy and Utilities, Telecom, Banking and Financial Services. Due to the large financial impact of the nature of the business, the continuous need for System upgradation across the Organizations becomes mandatory.

Functional Testing
Stabilize and Sustain

In this age of software development, customer expectations are higher than ever in terms of Quality. There is a need for software testing services blend industry know-how with consulting expertise to help ensure Quality and reliability across various software projects.

Cloud Testing
Support Change

Today, most companies choose to migrate to Cloud Computing. It helps them to focus more on their core business and less about the investment and maintenance cost of their IT infrastructure. The need for agility to their business increases. Effective provisioning of IT systems and services is a key element of cloud computing.

Performance and Load Testing
Scale and Rely

In today's competitive environment, Customer's expectations demand faster and error-free performance. Performance and Load Testing primary goal is to address performance issues in the design and architecture of software product

Security Testing
Stay in Control

As enterprises progress toward the usage of internet most of their business transactions are happening online and the need for security checks and controls are soaring.

Through 2018, rigorous security tests will find exploitable security vulnerabilities in more than 50% of mobile apps.
Source – Gartner Strategic Planning Assumptions

Your stakeholders are **expecting**

Adherence to Deployment Schedule

Improved Quality

Reduced Time

Adherence to Regulations

Agility

What **we offer**

SYNERGY acts as an enabler to deliver projects across the lines of Financial Services businesses. With a complete Quality Management program, Clients can leverage effective controls over multiple processes across products. The TQS model is delivered and managed by a trained team of professionals across locations.

SYNERGY as your **Total Quality Solutions** provider

Combining Synergy's comprehensive knowledge and experience in the financial services industry and with a team of trained QA consultants, we help clients with both automated and manual testing activities with a tailored testing mechanism through our Total Quality Solutions model.

Core Testing Services

- Functional Testing
- Test Automation
- User Acceptance Testing
- Compatibility Testing
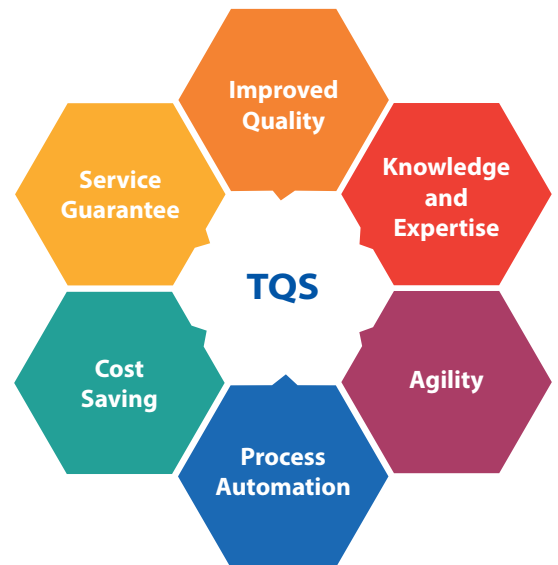- Regression Testing
- Security Testing

Functional QA services

- Mobile Testing
- Cloud Testing
- Social Media Testing
- Database Testing

Know Your **TQS Model**

Total Quality Solutions (TQS) - a collaborative approach to transform the testing function and achieve cost effective, high-quality results without the hassles of large overheads and total control over quality.

Key Phases of TQS

- Define Methodology and Approach
- Knowledge Transition
- Planning and Preparation
- Execution
- Resolution and Closure

Service Guarantee
We agree on Quality and Delivery KPI's to not just deliver but also exceed Customer expectation.

Improved Quality
Stringent Project Governance and ongoing Quality and sample checks at every phase to ensure accurate deliverables.

Knowledge and Expertise
Our experienced and certified consultants with comprehensive knowledge can assist in defining and implementing a strong process and workbench which ensures optimal coverage in testing services and exceeds expectations.

Agility
Our consultants are flexible, have the skills and abilities to respond quickly to new developments, understand your goals, deliver early, learn and adapt.

Process Automation
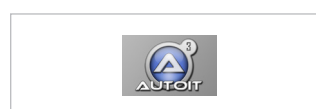Identifying opportunities to leverage automation and realize benefits and achieve guaranteed Quality.

Cost Savings
Potential savings of 30-40% over a period of 3 years on the Testing costs due to the 'Pay as you use' model

We work with the World's best technology to deliver your quality solutions

Automation testing tools

What **we have done**

Problem Statement

Lack of skilled testers, insufficient knowledge of the local systems, strict project timelines to on-board the team and cost constraints.

Client

European Insurance Giant

Our Insurance Client has been on the forefront of technological enhancements and digital frontier. As a part of this, various technology projects are constantly undertaken. This translates to huge effort spent on Software Testing and Quality Assurance during each of these projects. A large amount of the testing effort is spent on the redundant tasks and control testing to ensure the existing functionalities/features are not negatively impacted. This translated to multiple challenges:

- Huge amount of testing resources needed
- Repeated training for each new team
- Limited testing due to project schedule constraint

What **we did well**

Delivery Model
We rectified the basics of test deliver, while addressing the larger testing model

War Room
Encouraged collaborative and agile working engagement with stakeholders to manage Change Requests, Defect Fixing and roll out approach

Communication and Transition
Prompt and timely communication with stakeholders through workshops and rapid discussions secured buy-in and support

KPI's Re-baseline
We re-baselined the quality parameters of Testing to support agility and quicker response to change

Cost Savings
US$400k immediate savings

Increased Quality
Zero p1, p2 incidents passed into production

Test Lead Time
decreased by 20%

Total Cost of Testing
reduced by 20%

Deployment Predictability
98%

Execution of Planned Test Cases
100%

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