

CASE STUDY

QA

AUTOMATION



Abstract

iOPEX is the new age technology partner for organizations looking to grow their business with our innovative, consistent and quality IT services. We enhance speed and quality of operations by bringing a balanced mix of process standardization, quality assurance and automation.

When the client engaged with iOPEX to bring down their considerably high product maintenance costs, they were also looking for a holistic solution to automate their highly manual QA processes. iOPEX was able to enhance their current processes through automation and bring in customization and multi-platform integrations through innovative technical expertise, and as a result cut down costs for the client.



THE CLIENT

The client helps implement enterprise technology and information systems management solutions for over 1700 higher education, government, and businesses across 30 countries.



THE CHALLENGE

The client had an in-house team that was handling manual QA for their software engineering services. The client realized that their product maintenance costs were consistently rising and customization offerings were suffering as their in-house QA team was unable to quickly test the product which caused a delay in release and thus leading to revenue losses for the organization. Some of the challenges faced by the client before engaging with iOPEX include:

- ▶ Rising operational costs to maintain in-house manual QA team
- ▶ Increased time taken to reach product steady state
- ▶ Low customization in the data imports & product customization
- ▶ Instable SSO integration and delayed payment & enrolment integration

They were looking for a partner with the ability to automate the QA process by acquiring working business knowledge and resolving their on-going data issues and to accommodate speedy changes in the production environment.



THE IOPEX SOLUTION

iOPEX conducted an extensive study on the clients' business environment to gain sufficient knowledge on their processes and to implement reusable scripts with quick turn-around times and effectively support the client by maintaining their product quality. Some of the services that we provide as part of this engagement:

- ▶ Customization of SSO authentication for new customers
- ▶ Data manipulation for Import/Export
- ▶ Multiple payment gateway integrations for customers
- ▶ Enhancement of existing product setup templates/scripts
- ▶ Resolving compatibility and data-related issues in the script with end-to-end testing
- ▶ Thorough impact analysis and unit testing to ensure no changes affect production data and/or functionalities

iOPEX's ability to automate the QA process and quickly resolve client issues with minimal effort and consistently deliver superior QA services has earned the customer's satisfaction and trust.



ENGAGEMENT OUTCOME

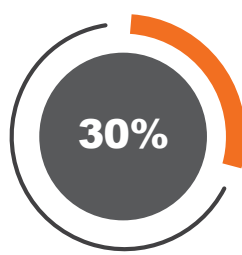
Some of the key client benefits of this engagement currently are:

- ▶ QA automation led to 300% increase in productivity
- ▶ Speedy customization and integration which enabled faster product releases
- ▶ 30% cost savings by engaging with offshore QA team

With the success from this engagement, the client has increased the scope to include two new product offerings and is exploring a fully outsourced engagement model.



Increase in Productivity



Cost Savings with QA Automation

"Our superior QA automation services and output precision in this engagement has earned us credibility and appreciation from the client and have opened doors for a larger scope of responsibilities."





ABOUT IOPEX TECHNOLOGIES

iOPEX is a new-generation business services provider offering optimized IT management services. We are process innovators focused on extracting the best out of the investments you have already made. At iOPEX, we help you realize that golden ratio where your technology and business are in complete synergy, making your company greater than the sum of its parts. Founded in 2009, the demand for our specialized optimization services has helped us grow to over 1,200 employees in eight years.



CONTACT US



iOPEX Technologies
1245 S. Winchester Blvd,
Suite 309, San Jose, CA 95128



Phone: + 1-408-748-1788



Email: solutions@iopex.com



Website: www.iopex.com