

Centralized Testing Saves \$2 Million in One Year

Keane's results-driven test center reduced testing costs by 40% in one year.

Abstract

To keep up with fast-paced development cycles while containing costs, this global payments services company decided to outsource application testing with a goal toward creating a world-class test center.

Keane centralized resources, tools, and knowledge offshore within a mature, cost-effective managed test center.

By establishing performance targets and continuous improvement activities, Keane helped this client accelerate testing and reduce testing costs by 40%, saving more than \$2 million in one year.

Challenge

A fast-paced product development team, varied development methodologies, rapid release cycles, and myriad technologies help keep this global payments organization's money transfer services on the cutting edge.

Our client knew that by outsourcing QA and testing it could maintain this demanding environment while cost-effectively ensuring the highest quality releases.

The client needed to centralize testing resources, use common testing practices, and share knowledge across the enterprise. But to accomplish this, it needed a QA and testing partner that could integrate quickly with its in-house QA and testing team and absorb business process knowledge that would enable it to write fool-proof test cases.

Above all, the client wanted a partner that could be counted on to meet agreed-upon service levels.

Solution

The client chose to outsource its QA and testing function to Keane by building a fully managed test center offshore.

The project began with a pilot where a primarily US-based team performed regression testing, covering everything

Keane's performance-driven managed test center accelerated testing and reduced testing costs by 40% — saving our client \$2 million in one year.

Application and Infrastructure Solutions

Keane Client Story:

Industry: Financial Services

Offering: Quality Assurance & Testing | Managed Test Center Outsourcing



from direct deposit to anti-money laundering applications. And it accomplished release tasks and milestones on time while meeting quality standards. The pilot enabled Keane to optimize processes before kick starting phase one of the outsourcing engagement.

Keane's rapid transition approach and quality assurance experts fully integrated the client and Keane teams in just two months, enabling them to seamlessly perform day-to-day testing tasks, such as writing and executing test plans and cases, as well as managing defects.

During phase two, Keane improved testing efficiency and reduced project testing costs by centralizing multiple offshore testing teams under Keane management. This provided the client with an adaptive global delivery team it could tap as needed to meet the fluctuations of a typical release cycle.

In addition, this consolidation enabled Keane to bring greater efficiency to the testing process by introducing industry-standard methodologies, standardized processes, and innovative tools, such as Keane's Automated Reporting Engine, which streamlines test execution and defect reporting and presents this data in graphical form.

Moreover, Keane introduced a metrics-driven approach that outlined performance goals for the testing team in areas such as adherence to process, types of defect, timeliness, and productivity.

Today, the Keane team is focused on continuous improvement activities to optimize areas such as release management, test data management, and ERP automation frameworks.

Results

Keane's performance-driven managed test center combined industry-standard methodologies, innovative tools, and a ShoreWise Adaptive DeliverySM team, which accelerated testing and reduced testing costs by 40% — or \$2 million — in one year.

Other results include:

- » Reduced regression testing cycle times by 50%
- » Met project milestones and metrics
- » Improved productivity through continuous improvement focus

Passing the test

Keane helped this financial services company mature its testing practices in one year, leading to:

- » 40% reduction in testing costs
 - » \$2 million savings
 - » 50% acceleration in regression testing
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About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

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