

Life Sciences Company Centralizes Testing, Achieves 99% Defect-Free Releases, and Reduces Costs 25%

Keane's Test ACE enabled client to redirect QA and testing savings into strategic IT initiatives.

Abstract

One of world's largest life sciences companies wanted to execute on a post-M&A IT integration plan. Yet shrinking IT budgets and fragmented testing practices kept its internal IT staff focused on more tactical initiatives. Keane's Test Acceleration Center of Excellence (Test ACE) enabled the client to standardize and streamline QA processes and tools, stabilize its production environment, and issue quarterly application releases that were 99% defect-free while saving 25% of testing costs.

Challenge

Having recently merged with a larger company, this life sciences firm had a post-M&A IT integration plan for its exceptionally large application portfolio. Yet, a lack of cohesive enterprise-wide

QA and testing practices kept its internal IT staff focused on fixing problems rather than on executing the integration plan. Siloed practices also meant a high reliance on multiple vendors for varying levels of QA and testing support.

Moreover, the prospects of declining revenues with approaching patent expirations were driving the company to reduce overall IT costs and to maximize productivity wherever possible.

Solution

The client selected Keane to manage QA and testing of the more than 30 applications that make up our client's entire North American sales and marketing portfolio. This portfolio includes custom-built solutions, off-the-shelf products installed at the client's data center, and cloud-based solutions.

By outsourcing testing to Keane, our client has reduced its QA and testing costs by 25%, which has been reinvested into strategic application development initiatives.

Application and Infrastructure Solutions

Keane Client Story:

Industry: Healthcare and Life Sciences

Offering: Quality Assurance & Testing | Keane Test ACE



Upgrades and enhancements to these applications are released quarterly. And Keane is responsible for ensuring the quality and timeliness of these releases.

The decision to turn testing over to Keane was based on its extensive experience with this portfolio, which Keane had been supporting through testing and development since the mid-2000s.

Keane's Test ACE offering centralizes testing by bringing standard and consistent QA processes, tools, and frameworks to clients' organizations. It also provides the right mix of global resources to optimize cost. In this case, more than 80% of testing expertise was located in India, with a small number of US-based specialists focused on ensuring applications comply with US government regulations.

Keane's responsibilities included integrating QA best practices, managing testing tools and processes, interfacing with users, developing test strategies, executing test cases, and providing metrics to evaluate test effectiveness.

Keane takes a defect prevention and detection approach to testing. By aligning QA and testing with the application development cycle, testing is performed early and often. This reduces the necessity for costly fixes later in the development cycle.

Moreover, with Test ACE, the client's test practices were standardized across vendors and technologies, reducing our client's reliance on multiple vendors for QA support. Keane also introduced automation best practices to streamline regression testing.

Keane worked collaboratively with the client to flexibly integrate standard tools and repeatable QA processes into our client's environment. And we jointly developed the appropriate service level agreements (SLAs) that allow our client to make accurate total cost of operation projections.

Results

Keane's Test ACE enabled us to ensure the on-time rollout of 275 releases across 30 applications in the past 24 months — 99% of which were defect-free.

By evolving our client's testing practices from costly, inefficient silos to Keane's QA center of excellence we were able to:

- » Reduce overall QA costs by 25%
- » Reduce ongoing regression testing costs by automating QA functions
- » Redirect QA time and resources on strategic initiatives

Today, the client is able to focus on achieving some of the cost and competitive advantages of its recent merger. Keane's Test ACE solution enabled this client to redirect IT staff away from time-consuming testing and remediation toward the strategic work of integrating the merged application portfolio, which will impact users, processes, and costs across the entire enterprise.

Keane introduced standard QA and testing tools and repeatable processes at this life sciences organization. As a result, 99% of application releases rolled out in the past 24 months have been defect-free.

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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877.88.KEANE | info@keane.com | www.keane.com

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