iGT
SOLUTIONS

CUSTOMER SUCCESS STORY

Independent Product Testing for a Global IT and Telecom Product Engineering Organization

ABOUT THE CLIENT

The client is the world's leading provider of global information and telecommunications solutions to the air transport industry. It offers services to more than 3200 customers in over 200 countries and territories.
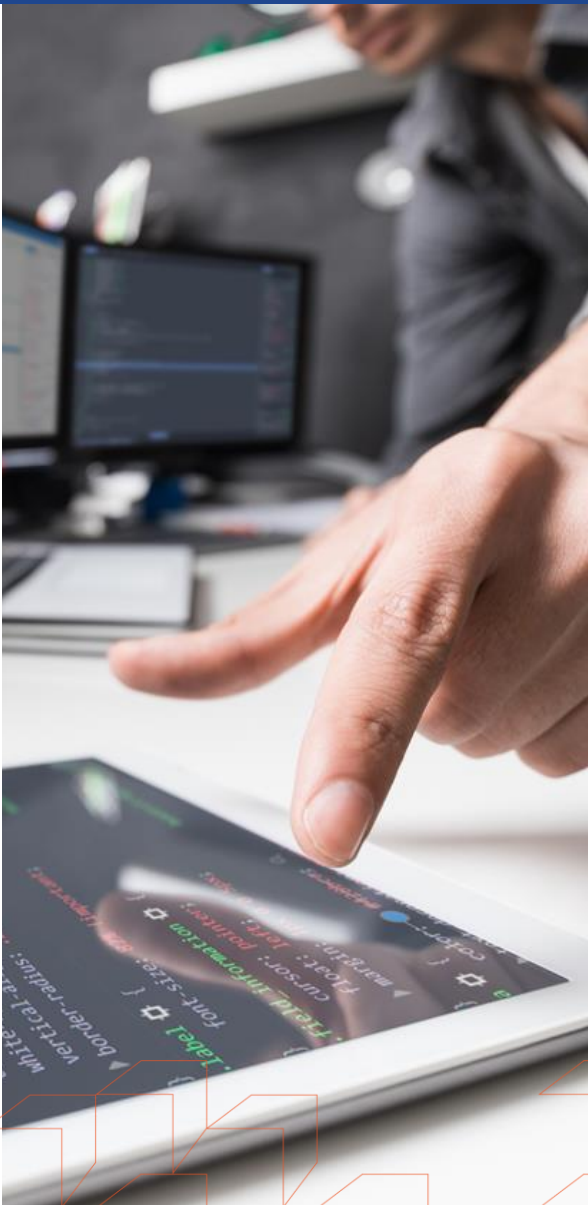
Business Challenge

- With its 90+ products spanning across the air transport industry covering airlines, airports and government sectors, the client was looking for an 'independent product testing' partner to improve its product quality and modernization efforts.

- Complex ecosystems and inefficient & fragmented quality assurance processes across various teams acted as bottlenecks in delivering value to its end users.

- Product non-functional requirements SLAs were way below than expectations of its customers.

Business Need

- Independent product testing partner with a thought leader in the quality engineering space.

- Deep expertise and experience in the air transport industry.

- Implement enterprise product test strategy encompassing various product groups aligning business roadmaps.

- Implement test transformations to enable Agile and DevOps within quality engineering teams.

- Improve product quality to achieve stated SLAs in functional and non-functional areas.
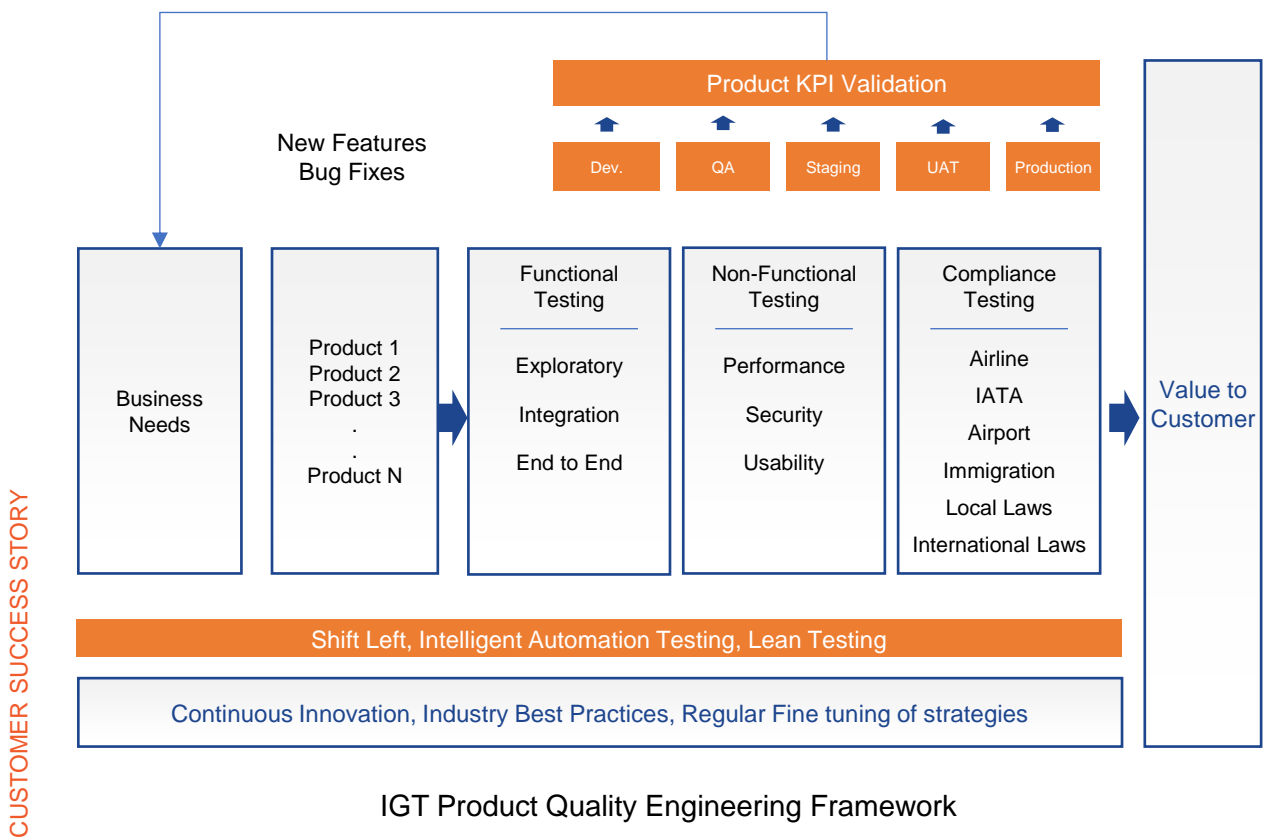
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Solution

The client selected IGT as its partner for Quality Engineering and Product Testing. IGT leveraged its extensive domain knowledge and quality assurance and engineering experience to successfully conduct the testing of client's products and solutions.

The scope of work included:

- Creation of enterprise-wise product testing strategy
- Process creation and fine-tuning with focus on product KPI measurement and improvement
- Enabling testing teams for Agile and DevOps methodologies
- Comprehensive test automation policy

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Product KPI Validation				
Dev.	QA	Staging	UAT	Production

New Features
Bug Fixes

| Business Needs | Product 1 Product 2 Product 3 . . Product N | Functional Testing

Exploratory

Integration

End to End | Non-Functional Testing

Performance

Security

Usability | Compliance Testing

Airline

IATA

Airport

Immigration

Local Laws

International Laws | Value to Customer |

Shift Left, Intelligent Automation Testing, Lean Testing

Continuous Innovation, Industry Best Practices, Regular Fine tuning of strategies

IGT Product Quality Engineering Framework

Test Program Management

- Provided end-to-end test management for delivery of applications, including comprehensive quality assurance on functional, non-functional and automation testing.
- Created a hybrid delivery model for mitigation as well as cost optimizations.
- Finalized KPIs to track the program health and being stakeholders informed.
- Created governance structure for escalations and risk management.
- Formed team structure, managing all products and their project delivery cycles.
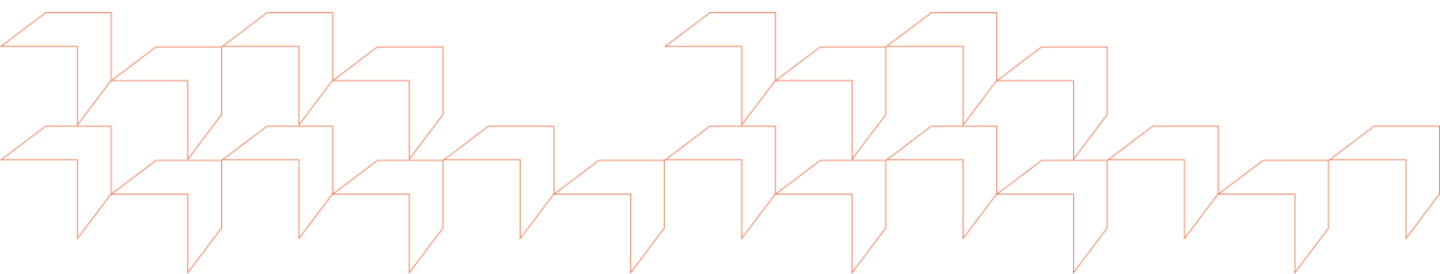
Functional Testing

- Created reusable artifacts for product groups, individual products and product integrations with other applications.
- Identified toolsets for product exploration and automation testing.
- Created test scenarios, test cases and scripts for business validation.
- Implemented Shift Left to reduce defect leakage.

Non-Functional Testing

- Created non-functional testing strategy covering performance, security and usability.
- Identified and optimized models on performance and security areas.
- Achieved shift left for performance testing in the DevOps pipeline.

Compliance Testing

- Identified compliance requirements for all the products.
- Create a strategy, guidelines and SLAs for compliance.
- Finalized toolsets for compliance requirements.
- Embedded compliance in the development cycle.
- Shared compliance dashboard and implemented an improvement plan.
- Automated compliance testing

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Benefits

- Reduction of test execution time by **30%**

- Implemented DevTestOps with Azure DevOps

- Planning to production cycle reduced by **40%**

- Product SLA compliance improved to **100%**

Tools & Technologies