



Reduction of 30% of Project Cycle Time with App Stabilization & Standardization of Testing Processes



Insight

A video delivery technology and services company required a comprehensive QA solution for its critical applications and multiple projects spread across various portfolios due to a lack of testing expertise.

Forsys designed and established the QA strategy from scratch for the client and offered E2E testing services necessary for functional, data migration/validation, integration, user acceptance, production and hypercare, test automation, and lastly, stabilizing the application. As a result, the client reduced the project cycle time by 30% and eliminated +90% of functional defects in production.

Industry
Software
Development

Revenue
\$2+ B

Employees
7K+

Headquarters
California, US

Business Challenge

The client continued to innovate rapidly to meet the needs of its customers and their changing expectations. In the path of their growth, their offerings continued to expand. The dearth of E2E testing expertise impacted their solutions, products, customer experience, and business processes.

The critical challenges faced by the client:



Lack of QA team & test engineers.



Inadequate business users.



Lack of test automation footprint.



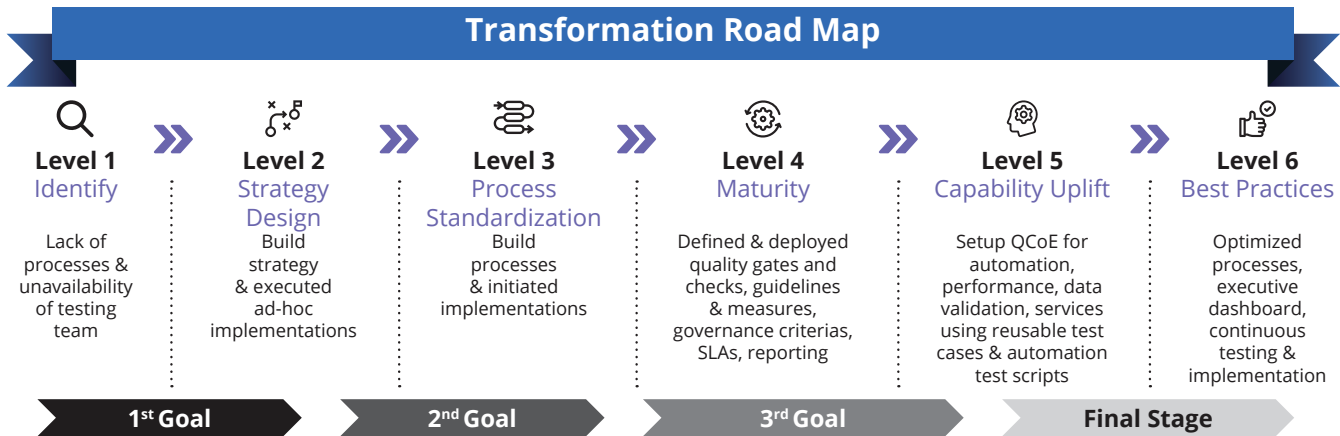
Absence of a structured process for UAT, production testing & post-production hypercare, and performance testing.

Transformation Journey

Forsys owned the complete project, starting from requirement gathering to hypercare. We built an automation architecture, launched test automation, and designed the Quality Automation Framework (QAF).

The notable highlights of the approach to the solution are:

- Executive dashboard summary for the C-suite.
- Seamlessly migrated and tested data across all the environments.
- Identified priority defects in production.
- Built & implemented a regression testing suite.
- Created reusable manual and automated test cases.
- Executed E2E testing for manual test cases, data migration, integration, performance, user acceptance, production, and offered post-production hypercare support.



Impact

Since the go-live, the client:

- **Reduced project cycle time by 30%.**
- **Minimized overall testing efforts by 40%.**
- **Automated 90% of manual test cases.**
- **Reduced go-to-market time by 40%.**
- **Lowered 40% of manual tasks.**
- **Recorded +25% cost savings.**
- **Slashed test cycle time by 50%.**
- **Improved test coverage & traceability.**
- **Streamlined regression suite**
- **Standardized the testing process.**
- **Enhanced business efficiency.**
- **Eliminated +90% of functional defects in production.**

About the Client

The client is an American company that helps organizations connect and automate how they prepare, sign, act on and manage agreements by offering eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time.

Solution Components

Manual

- Functional Testing
- API Testing
- Product Testing
- User Interface Testing
- End-to-End Testing
- Integration Testing
- Compatibility Testing

- Smoke Testing
- Regression Testing

Automation

- API Testing
- Data Migration/ Validation
- UI Automation