LTI
Let's Solve

Case Study

Outcome Based Model for a Leading Product Company

A Larsen & Toubro
Group Company

Client

Client is a product company that develops software solutions for the commercial, personal, and specialty insurance market. The company also develops enterprise data solutions and insurance decisions suite for insurance companies.
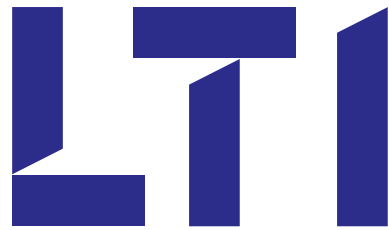
Challenges

• High dependency on manual processes, absence of test management tool and automation
• Lack of process standardization and TFS implementation
• No proactive investment in targeted test automation and test management process/ tool implementation
• Inability to detect and reduce defect prone areas and thus improve product quality
• Absence of streamlined testing processes
• No regression testing

LTI Solution

• Implemented SLA-based Outcome Model to bring predictability and build a roadmap for continuous optimization
• Introduced service unit-based delivery to measure work by quantifiable units
• Test Automation of E2E Regression suite at UI, Rating, Forms and Interface level
• Implemented a comprehensive automation strategy with Headless Test Automation using Selenium
• Mitigated risk associated modular regression suite to ensure optimum coverage under a short release window.
• Established Shift Left Methodology
• Performed Test Case Management under a common platform for reusability and traceability
• Standardization of processes by adherence of TFS tool
• Introduced Risk & Reward SLA and SLA for Performance Governance
• Ensured Continuous Competency Elevation Program
• Created Knowledge Capture Documents (KCDs) with regular maintenance for every release, used for inducting new associates

Business Benefits Delivered

• 100% on time delivery of all the applications
• Increased regression test coverage by 95%
• 60% reduction in test execution time through automation
• 20-25% improvement in customer satisfaction after moving to OBM Model
• 85% automation for regression coverage
• Saved efforts in metric report generation by 90%
• Smooth transition from traditional to matured testing process
• Reduced post-production defects
• Improved application quality by enhancing test coverage

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