

# Cognizant Testing Services



## Testing Engagement for a Fortune 500 Manufacturing Company

**Duration:** Ongoing – 1.5+ years

**Location:** On site – St. Paul, MN Offshore – Chennai, India

**About the client:** A Fortune 500 conglomerate with decentralized global IT operations.

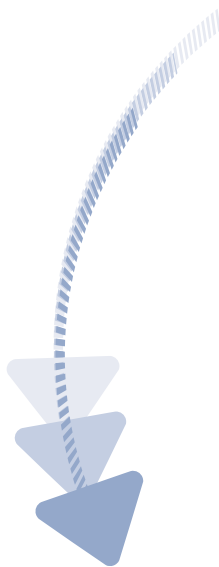
**About the engagement:** The client wanted to reduce operating costs while increasing efficiency and consistency within the IT and quality assurance organizations. Executive management mandated continuous process improvement, but the environment lacked consistent processes or tools to manage.

**Testing background and problem statement:** Prior to Cognizant, software testing within the client organization was managed primarily at the project level, with no formal process, methodology, tools, metrics collection or reporting. All testing was performed on site at significant cost.

**Engagement strength:** On site – 5-7 Offshore – 30-45 Total – 35-52+

**Cognizant solution:** Cognizant established an offshore Managed Test Center (MTC) to operate and deliver software testing services. The organization was structured around Service Level Agreements (SLAs). Cognizant built a dedicated 50-person MTC to operate within the enterprise and project-level SLAs. Phase one was a pilot project to validate and tune the proposed process model. This also built experience with the tools within the organization, provided the opportunity to refine metrics and created Subject Matter Experts (SMEs) in domain.

Cognizant developed well-defined software testing processes for the client, including process road maps, estimation models, automation standards and other necessary features.



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Working with the client, Cognizant was able to reduce post-production defects through structured requirements analysis and full traceability to test cases. In addition, regression test cycle times were reduced by automating test cases using the Rational Robot. Overall automation across various application groups is around 56%, resulting in reduction of regression test cycle times by 50% or more in many projects. Cognizant also used its process improvement knowledge to enable comprehensive metrics collection and reporting. This enhanced the visibility and image for IT and its testing services.

## Productivity Benefits:

- 24x7 testing model led to reduction in test cycle time
- Automated regression testing
- Accelerated knowledge transition
- Quick ramp up and ramp down of resources
- Perfectly synchronized on-site/offshore set up
- Complementary on-site/offshore time zones improving the time-to-market situation
- "One-stop shop" for providing dedicated resources for various MTC technology needs
- Skilled rational automation resources

## Quality Benefits:

- Assurance of business requirements with established Requirement Traceability Matrices
- Proven and unique methodology for testing
- Standardization of automation tools
- Continuous process improvements
- High test case coverage
- SEI-CMM Level Five and Six Sigma processes

## Cost Benefits:

- Direct cost savings of nearly 50% for software testing activities
- Immediate savings in software testing costs by reduction of cost of quality
- Improvement in delivery of business requirements
- Reduced costs and time by internally managing resources
- Flexible staffing based on resource load variations
- Higher cost reduction due to low on-site ratio
- Compressed time to market to provide early returns on IT investments
- High automation gains

For more information,  
contact Cognizant Testing Services at [inquiry@cognizant.com](mailto:inquiry@cognizant.com)  
or visit our Web site at: [www.cognizant.com](http://www.cognizant.com).



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