

Case study

INFOVISION
#AccelerateDigital

Revolutionizing telecom testing

A brownfield automation success story





Executive summary

InfoVision led a strategic brownfield automation transformation for a major telecom client, emphasizing ownership, automation, and knowledge management. We elevated testing automation from 30% to 75%, optimizing efficiency, reducing costs, and enhancing the customer journey for a seamless online experience.



75%

automation



Zero

dependency



43%

time saving



2x

faster execution

About the customer

The customer, an American mobile virtual network operator (MVNO), is owned by a leading telecom company and competes primarily against other major telecom operators as a part of the prepaid wireless service provider brands.

Business challenge

In the dynamic world of telecommunications, our customer faced a series of pressing challenges that threatened their efficiency and end-customer experience:



Need for speed and efficiency

The customer grappled with outdated manual processes that hindered their agility. The absence of a streamlined automation process and performance measures meant operational inefficiencies and inordinate delays.



Inconsistent quality measurements

A disjointed mechanism for measuring quality led to delayed feedback and issue resolution. The lack of a real-time dashboard system further compromised service quality.



Domain knowledge gaps:

The intricate telecom domain required deep understanding. However, testers were isolated from Agile teams, leading to knowledge silos.

InfoVision approach

Our approach was rooted in a deep understanding of the customer's needs, combined with our expertise in quality engineering. The strategy anchored on three pillars of our CoE (Center of Excellence):



Prioritizing automation

Our efforts here were multi-pronged:

- Enhanced web application automation.
- Developed a framework to integrate Salesforce.
- Amplified mobile and API testing capabilities.
- Introduced performance testing early in the cycle..

Complete ownership

We believed that true transformation begins with ownership. To this end we:

- Optimized test automation scope for critical functionalities.
- Introduced continuous testing for real-time feedback.
- Established a robust test data management process.

Building domain expertise

Understanding the nuances of the telecom domain was crucial. Therefore, we:

- Integrated testers into the Agile team for holistic project knowledge.
- Created a knowledge repository for insights and learnings.
- Organized training sessions for thorough knowledge transfer.

InfoVision solution



Web automation

Improved test coverage, elevating automation from 50% to 75%.



Salesforce

Built a robust framework for Salesforce Velocity, increasing automation from 20% to 50%.



Mobile & API

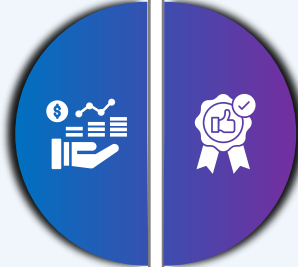
Enhanced mobile automation to 75% and expanded API testing scope.

Business impact

ROI

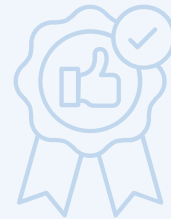
Test automation surged from **30% to 75%**, resulting in:

- Significant time saving and broader test coverage.
- Enhanced team productivity and reduced manual errors.
- Accelerated testing cycle.



Best practices

Effective people management practices and minimized dependency on individual team members ensured smooth operations and knowledge continuity.



Technical stack

Katalyst proprietary framework

Language



REST ASSURED



Approach



Jenkins



Allure

Interface



Engage with InfoVision

InfoVision offers a comprehensive audit of existing testing services, bridging gaps through automation. Our strong QE&A practice and CoE team collaborate with clients to provide tailored solutions, ensuring an optimal testing strategy. For those without an existing testing practice, InfoVision extends our framework to enable expansion of expertise in mobile, web, hybrid applications, API testing, and more.

Contact us at Info@infovision.com