



# Hewlett Packard Enterprise



## Hexaware Technologies

### IT outsourcing firm leverages HPE Software in successful Managed Testing Services offering

#### Objective

Serve as a strategic partner to manage all software testing needs; take ownership of end-to-end testing functions with reduced risks; provide higher predictability of outcomes at a lower cost

#### Approach

Leverage HPE Performance Center, HPE Quality Center, and HPE Application Lifecycle Management to deliver end-to-end testing and quality assurance through the entire application lifecycle

#### IT Matters

- Provide robust Testing as a Service
- Deliver end-to-end testing across application lifecycle
- Leverage global infrastructure for cloud and consulting services
- Build accelerators that advance automation

#### Business Matters

- Reduce total cost of testing by up to 30%
- Deliver measurable quality improvement—predicting defect detection of at least 97%
- Productivity gains of at least 15% through processes and tools
- Transfer of risks and ownership—SLA-based framework
- Deliver ROI within two or three execution cycles
- Integrate growing business needs around testing Social Media, Mobility, Analytics, and Cloud (SMAC) applications



Hexaware is a global provider of IT, Business Process Outsourcing (BPO) and consulting services, with more than 9,500 employees worldwide. Since its inception in 1990, the company has been providing cutting edge solutions to small, large & Fortune 500 companies across the globe.

Hexaware's Quality Assurance and Testing Services (QATS) helps businesses reduce the time and effort in testing. The highly successful QATS relies heavily on Hewlett Packard Enterprise Software—HPE Performance Center (PC), HPE LoadRunner, HPE Quality Center (QC), and HPE Application Lifecycle Management (ALM)—as its platform of choice for testing automation and integration.

A large telecommunications company rolled out a major customer-facing application—only to have it crash. This led to several days of downtime and significant revenue loss. Another company employed dozens of manual testers, lavishing excessive resources



on performing the same tests over and over again. Other businesses have seen their competitiveness erode when slow testing cycles rendered them unable to introduce time-critical market innovations fast enough.

All of these challenges represent the type of problems that Hexaware solves for its clients by combining its expertise and infrastructure with HPE Software to deliver fast, flexible QATS solutions. The highly successful QATS Managed Testing Services (MTS) provides end-to-end testing and Specialized Testing Services (STS) for SMAC (Social Media, Mobility, Analytics and Cloud) applications. Hexaware leverages more than 1,500 Test Professionals, 400+ Quality Assurance & Testing engagements, 150+ ongoing engagements, and Global Delivery Centers in the United States, Mexico, and India. “Agile and iterative releases, quicker time to market, end-to-end quality—these goals are leading more and more companies away from in-house testing to entering strategic relationships with Hexaware,” says Eddie Urenda, head of Accelerator and Technology Productization at Hexaware. “Through us, they gain business agility, zero-defect delivery, and cost savings—all without having to make capital investments.”

Testing is a never-ending cycle. Even companies that use the same Enterprise Resource Planning (ERP) or Customer Relationship Management (CRM) application for years must implement multiple upgrades annually. “When a client comes to us and says they want to outsource SAP®, Oracle, PeopleSoft—whatever ERP or CRM application they use—we take on all the maintenance,” says Suri Chawla, head of Global Alliances at Hexaware. “Testing typically accounts for 30% to 50% of any upgrade effort—and HPE brings tremendous efficiencies to performance testing and monitoring.”

### **HPE Software spans entire application lifecycle**

“The telecommunications firm whose application crash caused revenue loss had overbought hardware in the hope of ensuring application resilience,” Chawla says. A better solution is application testing to validate and tune performance based on expected load conditions—and to scale from project-based

testing to a Testing Center of Excellence (TCoE) that consolidates hardware, standardizes best practices, and leverages global resources. That is the role of the web-based HPE PC suite and its component HPE LoadRunner. Hexaware uses HPE PC in conjunction with HPE QC as part of the HPE ALM solution to provide complete visibility across the application lifecycle.

“Before, testing solutions were siloed. Now, thanks to HPE advances, testing solutions share synergies. We can bring in test repositories and test automation, and launch functional and performance tests together,” Chawla says. “We deliver value across the entire lifecycle, from testing to production to post-production.”

“Flexible, usage-based licensing options from HPE bring the solutions once affordable only to large enterprise customers, within reach of small- to-medium-size firms,” Chawla adds. Or, a large firm may try the solution in the cloud at a project level and scale up later as needed.

### **Hexaware expertise, infrastructure, and accelerators speed client ROI**

As a Managed Testing Services provider, Hexaware brings value to clients on multiple levels. As part of its Master Services Agreement (MSA) partnership with HPE, Hexaware delivers the most optimal use of HPE Software on Pay-Per-Use (PPU) basis. Hexaware strategic consulting worldwide leverages the company’s expertise, best-practice methodologies, cloud-based global infrastructure, and advanced tools to deliver fast, robust, cost-efficient solutions.

This includes the ability to conduct virtual machine-load generation testing in whatever locations clients run their applications.

Hexaware Intellectual Property (IP), accelerators, and frameworks save clients time and cost by ensuring repeatable, standardized testing processes. Hexaware has built certified HPE-interoperable accelerators for major ERP and CRM applications. An accelerator is a set of tools and libraries that work in conjunction with HPE QC and HPE ALM to ease creation of comprehensive, end-to-end business process test scripts. Hexaware accelerators significantly decrease

## Case study

Hexaware  
Technologies

## Industry

IT Outsourcing

## Customer at a glance

### Application

End-to-end software testing

### Software

- HPE Performance Center
  - HPE LoadRunner
- HPE Quality Center
- HPE Application Lifecycle Management

“HPE has been our preferred partner in testing for the last 12+ years. We’ve built numerous accelerators on the HPE platform, resulting in productivity gains of at least 15% and prediction of defect detection of at least 97% for our customers as part of our Managed Testing Services offering.”

— Suri Chawla, head of Global Alliances, Hexaware Technologies

clients’ testing risks and resource needs. Where another outsourcing provider might employ 30 or 40 testers for a single application, Hexaware streamlines staffing needs through advanced automation. One global CRM customer experienced a 40% cost savings by leveraging accelerator technology. Typically, return on investment (ROI) is achieved within two to three test execution cycles. “We build on top of HPE Software to take automation to the next level, by eliminating duplication of effort. With every release, our software will go in and generate scripts automatically, and tell you what has changed,” Chawla says.

## Looking to the future: mobility testing and eSignatures

One Hexaware client is a retailer that needed to test a mobility solution for scanning inventory on shelves and connecting the data to back-end systems. Hexaware built the capability and then extended it to numerous additional mobile technologies. “We created a unique offering for testing mobile applications end to end, and that is getting us a lot of

traction in the market,” Chawla says. Another client, a private banking customer, outsourced its user testing to Hexaware and as a result streamlined from a full team of business analysts to just a single liaison.

Another area of growing interest is Hexaware’s eSignature plug-in for HPE QC. Designed for the healthcare, pharmaceutical, financial, and insurance industries, this solution eases compliance with clients’ internal security practices and external audits. The eSignature tool leverages HPE QC to support internal workflows for document review and change control, and central management of quality assurance documentation.

“eSignature produces an auditable trail of signatures through the testing processes in Quality Center,” Chawla says. “Our healthcare clients are using it for FDA and HIPAA compliance, and financial services for Sarbanes-Oxley. It’s a unique differentiator for us—and like our other market-leading services and solutions, it’s based on HPE Software. Our customers recognize that HPE is the leader in performance testing and monitoring.”



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