End-to-End Quality Engineering Services for Retail MNC Help save up to 40% in Testing Costs
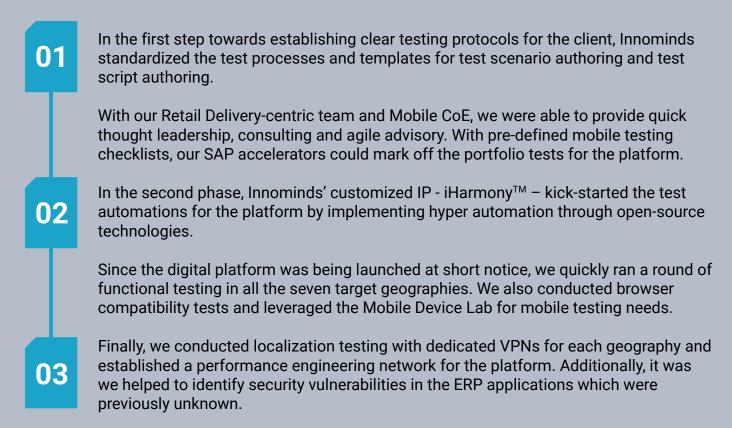
Client Need

A multi-national retail giant with services across Middle East and Asia was shifting towards modernizing their service platforms and increasing the digital engagements rates in new locales.

As part of the expansion plans to other geographies, the organization wanted to ensure that the client satisfaction index remained high for all their e-commerce parallel platforms in the new regions. But their platforms were not stable due to a lack of standardized tests and unclear scenarios for manual tests. The knowledge engagement framework and other integrations of the e-commerce platform was also lacking in functional testing.

With very short deadlines to launch the platform in new locations, the client relied on our thought leadership for mobile testing and ERP validations.

Additionally, there were no defined metrics or SLAs on the non-functional areas of the applications.

What we did

01 In the first step towards establishing clear testing protocols for the client, Innominds standardized the test processes and templates for test scenario authoring and test script authoring.

With our Retail Delivery-centric team and Mobile CoE, we were able to provide quick thought leadership, consulting and agile advisory. With pre-defined mobile testing checklists, our SAP accelerators could mark off the portfolio tests for the platform.

02 In the second phase, Innominds' customized IP - iHarmony™ – kick-started the test automations for the platform by implementing hyper automation through open-source technologies.

Since the digital platform was being launched at short notice, we quickly ran a round of functional testing in all the seven target geographies. We also conducted browser compatibility tests and leveraged the Mobile Device Lab for mobile testing needs.

03 Finally, we conducted localization testing with dedicated VPNs for each geography and established a performance engineering network for the platform. Additionally, it was we helped to identify security vulnerabilities in the ERP applications which were previously unknown.

What the client gained

With quick implementations and strong frameworks, the client's customer satisfaction index rose up. The performance metrics and suggestions gave a clear insight into the overall performance of the application and its usage statistics:

38% Increased the functional testing productivity through our test accelerators

40% Saved costs with the Mobile Device Lab functionalities

28% Saved effort in test automation framework design

2W Decreased release cycle time by 2 weeks with test automation solutions

About Innominds

Innominds is an AI-first, platform-led digital transformation and full cycle product engineering services company headquartered in San Jose, CA. Innominds powers the Digital Next initiatives of global enterprises, software product companies, OEMs and ODMs with integrated expertise in devices and embedded engineering, software apps and product engineering, analytics and data engineering, quality engineering, and cloud and devops, security. It works with ISVs to build next-generation products, SaaSify, transform total experience, and add cognitive analytics to applications.