



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

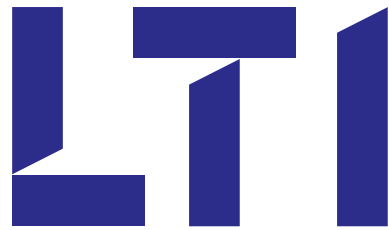
- High dependency on manual processes, absence of test management tool and automation
- Lack of process standardization and TFS implementation
- No proactive investment in targeted test automation and test management process/tool implementation
- Inability to detect and reduce defect prone areas and 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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