# Quinnox helps leading electric power company

improve operational efficiency and elevate customer experience (CX) through test automation strategy

# Overview

Our client is a leading electric power company in the US, serving **290K** retail customers. The company operates an unregulated wholesale electricity business with approximately **775** megawatts generating capacity.

# Challenge

- Delays in Application delivery due to lack of Test Automation
- Absence of centralised and cohesive Test Automation Strategy
- Testing team spent 50% of their time on testing repetitive processes hence, was unable to dedicate enough time to perform business critical activities.

# Solution

Quinnox defined a comprehensive Test Automation Strategy and helped the client setup a Test Centre of Excellence (TCOE).

## Key Highlights of Solution Approach

Quinnox SMEs identified business-critical applications and evaluated existing functional and non-functional testing requirements.

Defined guidelines for Test standards, Planning, Execution, Reporting, Defect Management, and Governance.

Team also identified the types of tests required for all applications and performed QA services.

**Regressing Testing:** Quinnox implemented monthly regression, smoke, and integration testing to reduce the chances of defects moving into production.

- Team leveraged combination of Quinnox IP Tools, Frameworks and standard SAP quality management tools to automate testing.

- **Quinnox Test Automation Framework (QTAF):** This proprietary robust and keyword-driven automation framework works with HP Quick Test Professional (QTP). Automated test cases were developed using application-specific pre-built keywords, which significantly reduced devolvement effort for automation test cases. This tool also provided a customized test execution report.

- **Quinnox Test Data Migration Server (QTDMS):** This highly flexible, easily-deployable proprietary solution for test data management were used across different SAP landscape.

- **SAP TAO (test acceleration and optimization):** This library of pre-built test components for SAP applications introduced proven automation to the process, helping to reduce test maintenance cost.

**SAP Quality Centre (QC), HP Quick Test Professional (QTP) and HP Unified Functional Testing:** These test automation tools helped streamline processes and save time.

**SAP Solution Manager:** Considered a test management hub, or brain, this industry-leading software helped provide a centralized platform and full visibility.

# Client's Technology Landscape

SAP S4/HANA, SAP CBTA, SAP Solman -Test Data Container, SAP Solman – Test Management, AWS, Vertex, Ariba

# Impact

Quinnox Streamlined Test Automation strategy and established a Testing Centre of Excellence (TCOE) that enabled the client to achieve enhanced Customer Experience:

▶ **Key Business Benefits**

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| Improved Overall Business Productivity by **30-40%.** | Saved more than **90%** of manual Testing efforts with introduction of Automation Testing. | **35%** improvement in Customer Satisfaction |

## About Quinnox

Quinnox is your agile, business-results-driven digital technology partner. With the power of human and applied intelligence, we simplify business processes, improve customer experiences, and create exceptional business value for forward-thinking enterprises. With the combination of cognitive solutions, conversational platforms, SaaS solutions, human and applied intelligence, we capitalize on new technologies to accelerate growth, innovation, efficiency, and resilience. Our data-driven digital solutions unlock the hidden potential of your business across your digital value chain, helping to accelerate success, today and tomorrow.

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