

Enhancing QA effectiveness and *paving the way for a big-four consultancy's seamless digital transformation*

Through a one-team approach, Capgemini helped modernize the company's entire application landscape, remove siloes, and foster enterprise-wide collaboration for better customer experiences

To prevent competitors from gaining an edge, this prominent global consultancy company, which provides audit, tax, and advisory services to the world's leading organizations, embarked on an enterprise-wide digital transformation initiative. The goal was to completely modernize its existing application landscape, remove siloes, and foster enterprise-wide collaboration that would deliver only the best customer experiences.

To accelerate and guarantee the success of this digital transformation, the company chose Capgemini as its quality assurance (QA) partner to ensure that the evolution of the business' needs always matches the rapidly shifting marketplace. This enterprise-wide digital transformation initiative focused on QA effectiveness, benchmarking the company's QA practice based on industry standards, and ensuring flexible engagement models. The organization was also looking to offset challenges around governance, high costs, excessive downstream bug fixing, and a lack of experienced QA resources.

Client: A worldwide consultancy company

Region: USA

Industry: Tax, Audit, and Advisory

Client Challenge:

The organization wanted to embark on an enterprise-wide digital transformation with a quality assurance (QA) partner that could facilitate strong governance, processes, expertise, and innovation throughout the initiative.

Solution:

Harnessing ADMnext solutions, the Capgemini team delivered a unique and fit-for-use SMART QA platform, powered by Cognitive QA™, which provides intelligent service cataloging, automation-led testing, and innovation-centric approaches.

Benefits:

- Improved quality with less than 1% production defect leakage
- Enhanced transparency and standardized reporting
- 22% manual efforts savings, thanks to automation
- 5% quarter-on-quarter cost optimization through automation expansion
- Heightened customer satisfaction and experiences

Delivering a complete and smart solution with ADMnext

Utilizing ADMnext solutions, the Capgemini team implemented a SMART QA platform powered by Cognitive QA™. This provided the company with robust testing strategies, automation-led testing, and innovation-centric approaches for informed decision making. In addition, the solution reduced the total cost of quality assurance, drove continuous evolution by incorporating new technologies, improved customer satisfaction, and played a major role in supporting the company's digital transformation journey. The SMART QA platform implementation utilized a future-proof delivery model, along with SLAs focused on digital governance. This was bolstered by the development of community practices like a Command Center, standard templates, and more.

Moreover, this project enabled the creation of a deep resource pool that helped align professionals with positions that fit their skill sets. The Capgemini team also leveraged smart technologies that would integrate AI, BOTs, and RPA with conventional tools while helping the company transition to hybrid engagement and pay-per-use business models that assure quality with a lower total cost of ownership.

A collaborative approach brings a customized solution

This tailor-made SMART QA dashboard platform was facilitated through Cognitive QA and customized according to the company's needs for SLA dashboarding and testing metrics. Monthly stakeholder cadences, assessments like Quality Blueprint (QBP) and GenAI, and a collaborative approach that brought together key company stakeholders and vendors. The delivery and solution earned an OTACE of 4.16 out of 5 and resulted in Capgemini receiving the Q-Master Award for bringing consistent quality over four years. Overall, the Capgemini team enabled the company to achieve:

- Improved quality with less than 1% production defect leakage
- Enhanced transparency and standardized reporting
- 22% manual efforts savings, thanks to automation
- 5% quarter-on-quarter cost optimization through automation expansion
- Heightened customer satisfaction and experiences with shift-left and shift-right collaboration.

Assuring future partnership quality

The success achieved here has served as a launchpad for further collaboration. Expected future outcomes include priming the company's readiness for GenAI adoption, implementing a robust Cloud QE migrating testing strategy, and bringing in innovative tools like Quest and Alteryx.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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