

Infosys cobalt INFOSYS TEST SUPPORT SERVICES

Navigate your next through a standardized, scalable and efficient testing support model

In this digital age, with fast-paced growth of large-scale digital transformations and cloud adoption models, enterprises are now more reliant on IT infrastructure than before to embrace these new technologies. Issues like system outages, high turnaround time and sub-optimal capacity utilization will have catastrophic impact on the enterprise brand and its functioning. One of the key challenges is decentralized teams across diverse portfolios, leading to higher infrastructure and support costs. Enterprises are looking for an agile and integrated support service model that will streamline testing support, eliminate handovers and reduce gaps in support coverage to improve time to market.

The Infosys solution

Infosys Test Support Services (TSS) is an integrated support service offering covering all types of testing. It traverses through the project lifecycle, right from infrastructure support needs to software production roll-out, strategy planning to service management, and much more. The solution includes three key components: test support consulting, test lifecycle support and test operations support as shown in Fig 1:

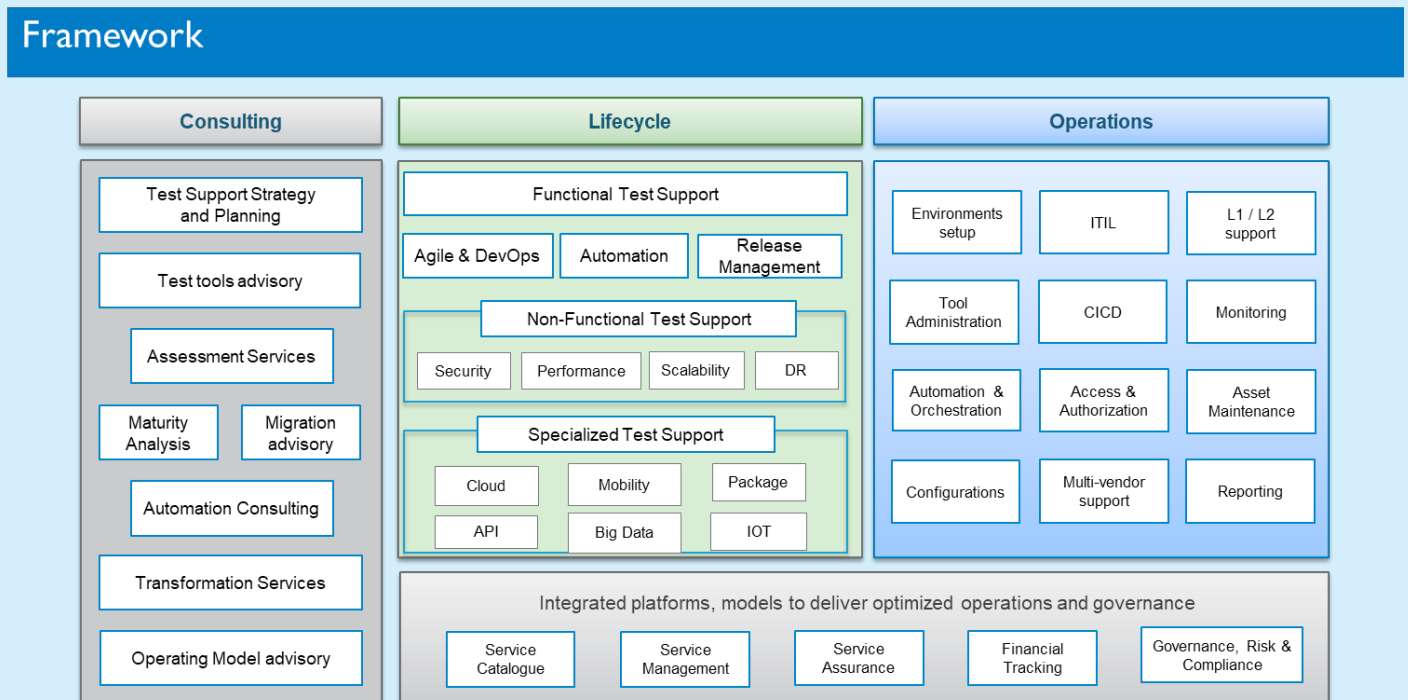


Fig 1: Infosys Test Support Services framework

- Test support consulting:** This framework assists in analyzing and recommending delivery-proven solutions, thus helping enterprises to build customized end-to-end test support strategy.
- Test lifecycle support:** It is supported by a centralized team, which helps in bridging the gaps between different support groups with minimal handshakes.
- Test operations support:** A robust framework which is based on integrated support service model and thus enables enterprises to streamline support across boundaries.

Differentiators

By leveraging the best practices and extensive experience across testing and support services, Infosys has developed a set of pre-built accelerators that streamline support functions:

Infosys Test Environment Management Portal	This is a comprehensive process automation solution for end-to-end management of non-production environments. It continuously monitors test environments, thereby ensuring that the right environments are made available at the right time: <ul style="list-style-type: none">Improves transparency, visibility and regulation over non-production environments40% faster resolution of environment contentions with automated matrix generation, which helps to optimize environment utilization
Cloud Digital Validation Suite	One-click cloud validation solution for precise maintenance and manageability of cloud environments: <ul style="list-style-type: none">Improves release time of patterns in Business as Usual (BAU) phaseIncreases productivity and detects cloud architecture failures
Infosys Infrastructure Readiness Automation Tool	Easy-to-operate, desktop-based application to perform automated configuration validation between different systems: <ul style="list-style-type: none">Eliminates manual check for build correctness90% faster time-to-market - From 1-person day to 15 minutes

Why choose Infosys?

With vast experience and knowledge about testing and related dependencies, Infosys has created Test Support Services as a one-stop solution to overcome prevalent issues during quality validations. The solution comprises of a unified framework which is scalable with emerging technologies, thus helping enterprises achieve their business objectives as they digitally transform. The solution offers:

- A holistic approach that incorporates technologies, process, people and governance
- Process optimization and operational excellence

- Comprehensive charter of services to effectively develop, communicate, improve and deploy support related standards across an enterprise's ecosystems
- Strategic planning and strong program governance

Benefits

- Integrated test and tool support services, cutting across different technology tiers helps to reduce QA cycle time and maintain service standards

- 20% reduction in production defects by helping the testing team to completely focus on testing objectives, while the test support group takes complete ownership of the test dependencies
- 30% additional system online time by leveraging automation and proactive monitoring
- Unified QA support function helps achieve high testing efficiency and effectiveness and supports continuous testing
- Achieve 25% of cost optimization through tools rationalization

Success stories

Infosys helped a large bank improve quality and reduce costs with end-to-end Test Support Services

A leading bank was undergoing a large transformation program which included changes in core banking and interbank payment processing. These changes were being delivered in a combination of waterfall and agile methodology along

with an organization-wide initiative to move infrastructure onto hybrid cloud environments. This resulted in inconsistent test support practices and inadequate ownership of defects, leading to low availability of integrated test environments and large wait-times for BAU projects. Infosys Test Support Services offering acted as a single point of contact for all issues related to migration, configurations,

environments, data and virtualization in non-production environments. It also assisted to manage quarterly and frequent ad-hoc releases. This reduced downtime, increased online availability, raised the overall maturity of test support operations and improved productivity. The implementation also reduced ticket volume by 40% and achieved an overall TCO reduction of 3 million USD.

Discover how Infosys can help you improve test support with reduced TCO. Connect with us at IVS_Marketing@infosys.com

Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com



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