



**TestAssure<sup>®</sup>**  
*Client Success Story*

How one of America's largest big-box retailers cut HR enterprise testing time by 99% through automation.

## Automated Testing Challenges

- **\$2.9M investment**
- **Took over 1 year to build 1,500 tests**
- **Unreliable test results**

### Situation | DIY Nightmare

When one of the country's largest big-box retailers set out to build their own automation framework to test their complex Workforce Management Solution, expectations for greater release efficiency, improved performance, and overall cost-effectiveness were high.

Driven by ever-changing labor laws, new business initiatives, and mandatory updates from their software vendor, the business needed a better, faster, cheaper way to test their production deployments.

Currently updating Production every quarter, automating the testing process was viewed as a way to cut their 6-8 week QA cycle to just a few days, thereby enabling the business to increase the frequency and quality of their production releases. But, after dedicating a 20-person QA team to build 1,500 automated tests that took over a year and \$2.9M to develop, their automated regression test bed would take over 36 hours to finish and result in over 75% of the tests failing to complete. This resulted in a large manual QA effort with every release and did not improve release efficiency, performance or overall cost-effectiveness. Even though the company's frustration with automation was clear, the solution was not.

### Problem | Automation Frustration

The automation framework and supporting infrastructure was technically complex and would often break, resulting in an unreliable architecture that was very costly to maintain. The actual test bed was constantly outdated as business requirement changes outpaced the teams' ability to refactor the automation's code. Implications across the business were widespread and the company's faith in automation was wearing thin.

## Signs of Success

- **99% productivity increase**
- **Output up 1100%**
- **96% cost reduction**

## Solution | Taking Control with TestAssure

Ready to transform their failed automated testing framework, the retailing giant turned to TestAssure to deliver a new approach: **an automated testing service**. TestAssure was quickly adopted by the business and used to deliver highly effective testing scenarios using TestAssure's library of pre-built automations. Since no coding was needed to write tests, key stakeholders across the business were able to recreate the company's 1,500 test cases that originally took a year to build in just over a month. Best of all, since TestAssure's performance was lightning fast, taking only 2 seconds to run a test, the TestAssure service continually ran like a workhorse in the background. TestAssure now serves as a proactive notification system that alerts the business about even the most subtle changes in system behavior. The company not only regained their faith in automation but also began realizing results that exceeded their expectations.

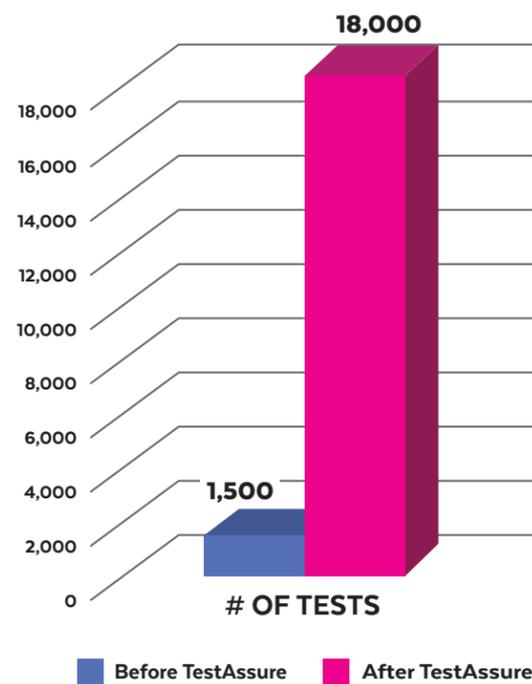


## Outcomes | Performance, Productivity and Profit

Today, the industry-leading retailer's investment in its homegrown automated testing has been fully replaced by the TestAssure automated testing service, resulting in a vastly improved testing approach and an overall acceleration of delivery with a reduction in production defects.

Creating a single automated test case used to require multiple resources and take days to implement, but now takes less than 15 minutes — a 99% increase in productivity. As a result, the company went from automating 1,500 tests to over 18,000 — increasing its output by 1100% and reducing defects by 88%.

### The TestAssure Difference



By shrinking the company's 6-8 week QA cycle to just 1 day, the business was able to accelerate the number of production releases from 4 per year to over 26 releases per year. This allowed the business to accelerate the timeline of key features and roll-outs to additional markets.

Their new testing service empowered the team to be significantly more agile and respond more pro-actively to the needs of the business and key stakeholders. And, with a 96% reduction in monthly run costs, and accelerated business initiatives, it was obvious that their partnership with TestAssure was a tremendous success.

***“TestAssure helped us reduce our costs significantly and pull forward the timelines of our Workforce Management roll-out, without sacrificing the quality of the solution.”***

*Product Manager  
Fortune 20 Retailer*

***Find out how the new TestAssure automated testing service can transform your business! Contact your TestAssure representative today!***

***contact@testassure.com | 866-800-1897***