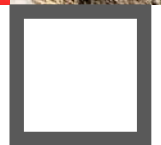




TESTING SERVICE TRANSFORMATION FOR A TRAVEL LEADER IN EUROPE

About the Company

Our client is one of Europe's leading leisure tour operator with operations that has grown rapidly through acquisitions and has established itself as one of the leaders in the domain in the last decade.



BUSINESS NEED

Transform and scale the independent testing function, set up few years back, to address the changing business needs and technology stack, and adoption of Agile SDLC.



BUSINESS CHALLENGES

The travel management and services application suite that supported operations across 180 countries, for various B2B and B2C channel vendors including Hotels and Flight Operators, saw an expansive growth of the application and technology stack to scale up and support the business operations. Further, the backend revenue management systems (RMS) of different source markets (geographies) were being merged into a single instance supporting the different source markets where each source market can access the data and features relevant to them.

The testing operations were predominantly manual, and limited to the testers and called for significant amount of coordination and testing efforts to address challenges that included

- Complete business process coverage and testing coverage
- Leaner testing cycles to reduce the time to market
- Skilled resource dependency
- Cost overruns - tool licenses, framework maintenance, skilled resources
- Downtime owing to unavailability of upstream/downstream systems and synchronization
- Synchronization Challenges between Source and Target systems

An integrated, inclusive and comprehensive automation framework driven testing process was the need of the hour.

SOLUTION

- Bring in Automation to achieve faster time to market
 - Automate Smoke Testing or Pre-Release Testing to achieve leaner testing cycles
 - Automate Functional Regression, Mobile and Performance Testing
 - Scale up custom built frameworks for automation
 - Setup Automation and Device Labs
- Involve Business Teams and Non-technical Members in Testing
 - Increase Coverage and Depth of Tests
- Adoption of Continuous Testing and Service Virtualisation

BENEFITS

40%
reduction in
TCO

1800
critical business scenarios
automated (75% coverage)

40%
reduction in release
time to market





WHY SONATA?

Sonata helps clients unlock value and growth through Platforms with Sonata's proven Platformation services. We also help enterprises in shaping their Digital Agenda, Platform thinking and in reimagining Platform business models and ecosystem.

Sonata's platformation approach helps clients to choose a solution that best fits their needs; balancing readily available platforms and solution customization

1. **Sonata READY:** End-to-end, industry-specific digital business platforms
2. **Sonata ACCELERATE:** Deploy popular horizontal platforms adding required functionality
3. **Sonata CUSTOM:** Engineer custom platforms that deliver unique digital capability and scalability

Sonata is a global technology company, that enables successful platform based digital transformation initiatives for enterprises, to create businesses that are connected, open, intelligent and scalable. Sonata's Platformation™ methodology brings together industry expertise, platform technology excellence, design thinking-led innovation and strategic engagement models to deliver sustained long term value to customers. A trusted partner of world leaders in the Retail, Manufacturing, Distribution, Travel, services and Software industries, Sonata's solution portfolio includes its own digital platforms such as Brick & Click Retail Platform®, Modern Distribution Platform®, Rezopia Digital Travel Platform®, Kartopia E-commerce Platform®, Halosys enterprise development automation Platform®, and CTRM Commodity trading and risk management Platform®, KODO - AI powered customer experience (CX) Platform, Sonata's Platformation realization services have been specifically designed so that implementation of services on Microsoft Dynamics 365, Microsoft Azure, AWS, Cloud Engineering, Managed Services as well as on new digital technologies like IoT, Artificial Intelligence, Machine Learning, Robotic Process Automation, Chatbots, Block Chain and Cyber Security, deliver to the Platformation promise. Sonata's people and systems are nurtured to bring together the depth of thought leadership, customer commitment and execution excellence to make a difference to business with technology.



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