

# Quality Engineering by Deloitte.

Optimizing technology costs... so you can spend where it matters



## Issue

- The burden to reduce technology spend and business risk is putting significant pressure on Testing Organizations.
- Testing serves as a key tenet for transformational success, but the pressure to reduce cost and delivery time poses a risk to quality of delivery.



## Challenges

Healthcare Organizations are challenged with increased business risk, the high cost of quality testing, lack of automation ROI, and both a limited use of analytics and lack of business understanding in testing.



## Solution

Quality Engineering enables the modernization of testing through a combination of automation, robotics, AI, and analytics to increase delivery quality and realize cost savings while driving continuous improvement.

## SPECTRUM OF SERVICES

MAINTAIN

- Managed Testing Services
- Production Support
- Continuous Optimization
- Planned Upgrades
- Ad-hoc Requests

- Program Based Testing
- Agile/DevOps integration
- Automation Testing
- Cross-Product Testing
- Cognitive testing insights with AI/ML
- Test Data & Environment Mgmt.
- Mobile & Cloud Testing

- Quality Engineering Assessment
- Cost of Quality Analysis
- Program Test Strategy
- Test Optimization
- Automation & Performance Strategy
- Test Foundry Development
- Test Tool Selection

TRANSFORM

## TECHNICAL DIFFERENTIATORS OF QUALITY ENGINEERING BY DELOITTE



**Robotic Process Automation** - Automate low-skill tasks typically associated with manual processing, enabling better resource allocation



**Analytics** - Provide deeper insights into delivery quality and overall delivery progress, resulting in greater agility while reducing operational risk



**Natural Language Processing** - Empower business users and reduce dependency on IT resources with tools that can process using business language

## DELOITTE QUALITY ENGINEERING TOOLS

**Cognitive Functional Test Automation (CoFTA)** - empowers creation and execution of automated test scripts using AI

**TALKQE™S** - provides testing reporting and visualizations to enable data-driven decisions

**Test Workbench by Deloitte™** - elevates end-to-end testing management in one integrated platform

**CTEP** - enables customer-centric testing leveraging data from social media and end-user feedback loops

**Health Plan Testing in a Box** - provides ready to use health plan test scenarios to accelerate testing life-cycle

**Big Data Test Engine** - provides an end-to-end integrated testing solution for Big Data & DW implementations

## UNDERSTANDING YOUR ORGANIZATION'S CHALLENGES

- Is your Testing/Quality spend more than 30% of your overall software delivery project/program budget? How are you ensuring quality while maximizing delivery speed and minimizing cost?
- Is the current software releases/business enhancements meeting your time-to-market goals? Is the lack of test automation slowing down the release of new software functionality?
- What enhancements to your testing process and infrastructure have you been interested in? Do you have real time access to dashboards/insights about new software release quality?
- What other shifts in your broader organization (e.g., Agile/DevOps) are occurring that may impact the centralization of your testing organization?
- How are enhancing business knowledge within your IT testing teams?
- Do you consider testing part of your competitive strategy, and is your organization up to speed on the latest market trends/technology?
- Is your organization facing increasing production issues impacting user, employee and customer confidence? How can you identify these issues earlier?

## BENEFITS OF QUALITY ENGINEERING

**Shorter Testing Cycle Time** - Up to 25% improvement leveraging Intelligent Automation using RPA, AI, and ML

**Continuous Testing** - Improved overall SDLC with Shift-Left and Shift-Right Delivery Assurance

**Increased Capacity** - 20 - 30% improved availability of Business to service more applications and manage growth

**Enhanced Visibility** - Real time management by Cognitive Insights available at the click of a button



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