



SUCCESS STORY HIGH TECH

SAAS PROVIDER ACHIEVES 100% QUALITY FOR COMPLIANCE APPS

Apexon automates testing footprint
to accelerate development time



This company provides cloud-based archiving and compliance solutions to address the regulatory, e-discovery, and record retention requirements across a variety of industries.

The company helps its customers stay ahead of potential risk when using various communications channels (email, IM, social media, texting) while taking full advantage of the productivity those channels afford.

Recognizing the dynamic regulatory climate and the increasing risks with these new communications channels, the company needed to accelerate its development efforts.



+6,500 CUSTOMERS



**MANAGES 600 MILLION
CONVERSATIONS DAILY
ACROSS +80 CHANNELS**



**CUSTOMER BASE INCLUDES LEADING
BANKS IN THE US, EUROPE AND ASIA**



**WORKING WITH GOVERNMENT
AGENCIES IN 40 DIFFERENT
U.S. STATES**



To make sure its quality engineering (QE) capabilities were keeping pace, the company engaged Apexon in 2017 to provide end-to-end testing, automation and project management services with the goal of ensuring 100% quality for its SaaS application.

THE RESULTS

KEY OUTCOMES



END-TO-END QE SERVICES

4,000 API/UI test cases automated; 10,000 test cases manually tested at feature level



ACCELERATED TIME TO MARKET

Test automation reduced application release cycles and overall costs



IMPROVED COMPETITIVENESS

New Agile processes provided ability to enhance application features on a continuous basis

OUR METHODOLOGY

THE DIGITAL LIFECYCLE

Apexon works with companies across the digital lifecycle.



GO DIGITAL

Accelerating the delivery of new digital initiatives with confidence



BE DIGITAL

Creating the infrastructure and foundation to scale digital initiatives



EVOLVE DIGITAL

Leveraging data and analytics to continuously improve digital delivery processes

LAUNCH & EXPERIMENT



AUTOMATE & ACCELERATE



BE INTELLIGENT & AUTONOMOUS

Enable digital adoption in a quick, and agile manner

Apexon helped the company define and implement Agile processes.

Apexon used its proprietary assessment model to compare the company's QE maturity to industry best practices.

Build digital infrastructure and foundation for enterprises to scale

Apexon provided QE for 35+ APIs, UIs, and services; deployed automation using Apexon's Quality Automation Framework (QAF) providing a bug-free customer experience.

TestRail test management tool was introduced and automated tests were integrated to push all results to the test management tool.

Leverage data engineering to make strategic decisions and get digital right every time

With the Apexon QE solutions in place, the company can continue to quickly develop new features and enhance existing ones without sacrificing quality, increasing its competitiveness in the marketplace

THE CHALLENGE

SLOW SOLUTION DEVELOPMENT

As modern communication channels have multiplied, so too have the unique regulatory and compliance risks that come with them.



LACK OF INTEGRATION

This company's archiving, and monitoring solutions were in place across a wide breadth of companies using a variety of communication channels.



SLOW DEVELOPMENT WITH RISK

It was essential that it accelerate its solution development and enhancements to help its company stay ahead of any potential risks. But those new services had to be delivered with 100% assurance of quality and performance for users.

THE SOLUTION

END-TO-END QE SERVICES

Apexon provided the company with end-to-end QE services for its SaaS application including manual, automation, and performance testing in addition to helping their team define Agile processes.

The engagement started with an assessment of the company's quality engineering maturity using Apexon's proprietary assessment model which compares current capabilities to industry best practices.

Based on the results of the assessment and input from the company team, Apexon recommended and implemented the following approach:



TEST MANAGEMENT & INTEGRATION

Use of TestRail test management tool to maintain all test assets and integration of automation with TestRail to push all results to the tool



AUTOMATED TESTING

Automated kickoff of smoke and regression testing through Jenkins jobs



GENERATING TEST DATA

Improved utility creation to generate test data



API TESTING AUTOMATION

Automation of all testing for their APIs using
Apexon's Quality Automation Framework (QAF)



API PERFORMANCE TESTING

Performance testing of all of their different APIs

With Apexon providing automated end-to-end testing, the company was able to accelerate the delivery of new enhancements to its SaaS platform and keep its customers free and clear of any regulatory and compliance problems.



Apexon is a pure-play digital engineering services firm focused on helping companies accelerate their digital initiatives from strategy and planning through execution. We leverage deep technical expertise, Agile methodologies and data-driven intelligence to modernize systems of engagement and simplify human/tech interaction.

We deliver custom solutions that meet customers' technology needs wherever they are in their digital lifecycle. Backed by Goldman Sachs and Everstone Capital, Apexon works with both large enterprises and emerging innovators — putting digital to work to enable new products and business models, engage with customers in new ways, and create sustainable competitive differentiation.



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FEELING SOCIAL?

