INFOSYS QUALITY ENGINEERING PLATFORM: ACCELERATING DIGITAL TRANSFORMATIONS

In the face of the ever-evolving technical landscape where cloud infrastructure accelerates the pace of software development, business leaders are continuously seeking AI/ML and DevOps while internal teams want resilience, simplicity, and a better user experience across all software applications. The right platform when introduced, can help maximize an enterprise's quality engineering life cycle using the right kind of contextual insights and actionable outcomes.

Thus, it is imperative for organizations to elevate their software testing standards from QA to QE to accelerate time to market, improve customer advocacy, increase operational efficiency, and reduce production defects. Nevertheless, a persona-based approach to QE is unavoidable as retaining a human-in-the-loop during software testing is critical to improving customer experience.
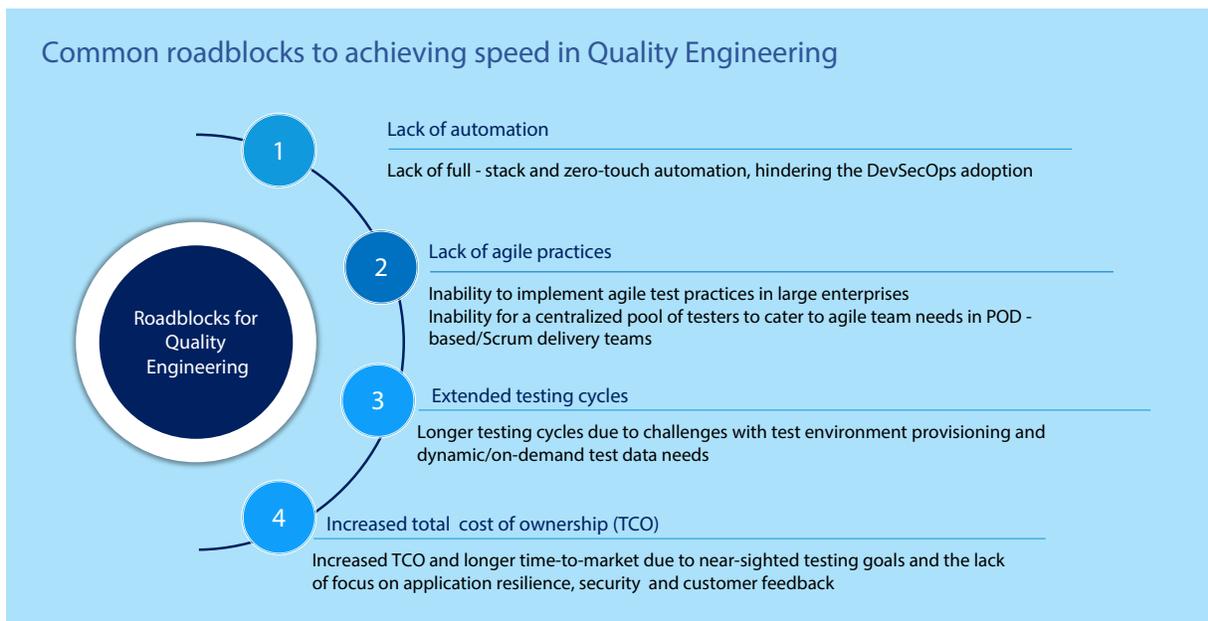

Common roadblocks to achieving speed in Quality Engineering

Roadblocks for Quality Engineering

1 **Lack of automation**
Lack of full - stack and zero-touch automation, hindering the DevSecOps adoption

2 **Lack of agile practices**
Inability to implement agile test practices in large enterprises
Inability for a centralized pool of testers to cater to agile team needs in POD - based/Scrum delivery teams

3 **Extended testing cycles**
Longer testing cycles due to challenges with test environment provisioning and dynamic/on-demand test data needs

4 **Increased total cost of ownership (TCO)**
Increased TCO and longer time-to-market due to near-sighted testing goals and the lack of focus on application resilience, security and customer feedback

Figure 1: Common roadblocks to achieving speed in Quality Engineering

The Infosys Solution

Powered by core automation and an AI-first approach, the Infosys Quality Engineering Platform is a cloud-based testing platform that caters to all enterprise testing needs. Part of **Infosys Cobalt**, it offers a range of tools, frameworks, test assets, processes, and methodologies that seamlessly integrate with existing testing ecosystems.

The platform is embedded with QA capabilities and hyper-automation, bringing together human resources, robots, and AI on a mutual page. It acts as an environment-agnostic offering with the cognitive ability to gather and discover data across connected systems, thereby enabling planning, execution and decision-making.

Cloud-native and built over a service-oriented architecture, Infosys QE platform caters to persona-based needs at any level of a QE organization such as:

- A business user providing early feedback on business requirements

- A developer providing insights for improving quality and velocity

- A test manager developing consistent processes and cognitive-first dashboards for decision-making

- A quality engineer reusing and leveraging QA assets to achieve true shift-left

Solution Features

- Platform approach to quality, powered with an ability to cover functional and non-functional validations across cloud and digital transformations along with package implementations

- A testing marketplace with tool-as-a-service for continuous testing orchestration across the tech stack

- Generative AI capabilities that include the likes of a test script recommender, test script generator, self-diagnostics, process predictions, self-service and smart help with chatbots and many more covering the entire software testing life cycle

- ML based social listening and customer sentiment analytics that can positively influence net promoter score

- Real time 360-degree dashboard with data source integration from multiple test management, agile delivery tools

Solution Benefits

- Low code approach in automation that accelerates regression effort by 30%

- Robotic process automation and self-healing bots for faster release cycles ensuring 100% coverage

- Shift-left enabled performance engineering framework and tools

The Infosys Quality Engineering Platform helps enterprises stay relevant by creating systems and practices that are sentient, connected, observable, and evolvable. It increases productivity, enhances the customer experience, and enables an AI-first approach to continuous testing, thereby delivering 30 to 40% improvement in work quality and insight driven decision making. Infosys Quality engineering platform helps you to mitigate risks, increase predictability, and enhance Quality in digital transformations at accelerated speed.

The plug and play capability of Infosys Quality Engineering Platform is a key enabler for faster time to market with quick onboarding of existing frameworks, tools and ensures quick adoption by multiple personas across agile teams and business users.

Why Infosys?

Infosys makes its mark as an industry leader delivering QA transformation through a unique strategy of innovation and continuous improvement. We provide a comprehensive approach to address the QE transformational needs for your organization.

Infosys offers substantial expertise in AI implementations coupled with the power of cloud infrastructure that enables enterprises in executing successful quality engineering strategies across multiple verticals. IQE platform's end-to-end holistic unique technique towards hyper automation is AI infused. The platform empowers organizations with sustainable, comprehensive test coverage that facilitates higher return on investment in a lesser time. Infosys comes with a vision to stay ahead in the game and thereby renders to the needs of an organization in driving agility, process optimization and operational excellence on the grounds of trusted quality engineering.

01 ZERO TOUCH AUTOMATION
- End-to-end integrated automation
- Design studio for custom workflows
- Persona based approach

Agility & Speed

02 AI FIRST APPROACH
- AI insights-based indicators for real time decision making
- Gen AI components across lifecycle stages

Customer experience

03 CONTINUOUSLY EVOLVING
- Cloud native architecture supporting quick onboarding of tools, frameworks
- Ability to cover functional and non-functional testing services

Resilient systems

A Success Story

US bank improves overall turn-around-time by leveraging Infosys QE Platform

A leading US bank and Infosys partnered to implement a quick and reliable automated transformation program to migrate their existing legacy apps to a new digital platform. With the help of Infosys Quality Engineering Platform, the feature team designed a next-gen, unified, enterprise automated framework to support customers and provide a smooth digital interface. The team institutionalized a new way of working by integrating 19 scrum teams/PODs of Infosys SDETs into an integrated, autonomous, transcendent, and cross-functional testing team. This transformed their QA function to QE, achieving market penetration along with increased return on investment.

Reach out to us at IQE_Marketing to find out more.

For more information, contact askus@infosys.com

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