



QE Transformation Through AI Driven Automation at Scale and Continuous Testing

AI-Driven QE Transformation: Automating at Scale, Testing Without Limits

The customer has established itself as a prominent provider of communication solutions, offering voice, data, and managed services tailored for businesses. However, their dependence on manual testing and fragmented testing processes resulted in operational inefficiencies, higher defect rates, and delayed time-to-market. To address these challenges and enhance agility, customer partnered with Cygnets One to modernize their testing approach—aiming to elevate software quality and streamline delivery

CASE STUDY



The Turning Point: Challenges that Sparked Change

The organization's reliance on insufficient testing practices presented several critical roadblocks to their development and release processes.

Before QE Transformation | Key Challenges

Operational Inefficiencies Due to Manual Testing Bottlenecks

Fragmented Testing Frameworks Leading to Inconsistent Quality

Delayed Time-to-Market Impacting Competitive Edge

Limited Visibility and Control Over End-to-End Testing Activities



Current Process Review



Assessed the existing testing practices and **identified improvement opportunities**. Provided strategic recommendations to implement formal testing methodologies

Unified Testing Framework with Azure DevOps



Azure DevOps (ADO) integration enabled end-to-end test planning, execution tracking, and defect management, improving collaboration and cutting test efforts by **~38%**

EDI Testing Efficiency with Automated Validation



Automated EDI file verification using **TestingWhiz Pro**, achieving **100% critical data accuracy over 4 months** by eliminating manual errors and accelerating validation against the billing database.

Seamless, Scalable Test Automation



AI-driven TestingWhiz automated over **85%** of the regression suite, reducing test execution time by **~43%** and enhancing testing scalability across their **Salesforce & Legacy apps(ConnectWise, Cornerstone, NewStar)**

Real-Time Insights and Governance



Centralized reporting and analytics from TestingWhiz and ADO dashboards provided absolute visibility into test coverage, defects, and release readiness, improving decision-making and early risk detection.

Streamlining Testing Processes for Enhanced Efficiency and Consistency



By **centralizing test planning, execution, and defect tracking** with Azure DevOps, the customer standardized testing processes, reduced manual intervention by 46%, and achieved consistent quality across all communication service offerings..

Turning Obstacles into Opportunities: The Testing Advantage

Through **AI-driven automation, continuous testing integration, and EDI validation**, the customer streamlined testing operations, improved quality and accelerated time-to-market

Now equipped with a mature, scalable, and efficient testing framework, customer is well-positioned to:



Enhance software reliability and user.



Accelerate time-to-market for new features and services



Drive business growth in a highly competitive communications industry



Ensure consistent quality across all product offerings

By collaborating with CygnetOne, customer not only overcame its testing challenges but also unlocked new opportunities for growth, efficiency, and software quality excellence in the communications industry.



CYGNET.ONE

Cygnnet.One is your dedicated digital transformation partner. At Cygnet, through our proprietary framework, Cygnet COSMOS, we empower organizations across the spectrum of business intelligence, and customer experience. Our comprehensive suite of services encompasses Domain Consulting, Digital Engineering, and Enterprise Applications, with a keen emphasis on Digital Commerce and Experience. We harness the potential of Data, Analytics, AI, IoT, and Automation, coupled with AI-powered Testing as a Service, to drive your transformation agenda. With flagship products like Tax Transformation, Cygnet IRP, and Finance Transformation, we are dedicated to a digitally enabled future for your enterprise. What sets us apart is our unwavering commitment to a "**Business First**" approach. We're not just developing applications; we're co-innovating with you to forge the future.



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Co-Ideate for new product development & new market GTM



CO-CREATE

Co-Create technology enabled connected business solutions



CO-INNOVATE

Co-Innovate intelligent solutions with Cygnet launchpad.



CO-EVOLVE

Co-Evolve with a strong continuum of Cygnetians, clients, & partners.