

## HELPING ENERGY & UTILITIES COMPANIES THROUGH BUSINESS TRANSFORMATION

In 2015, two major energy and utilities companies embarked on a multi-year business transformation program focusing on the development, harmonization and improvement of several core business capabilities.

These capabilities needed to be built, tested and integrated. This transformation program required new and improved capabilities related to quality assurance and testing. Noesis was selected as global testing partner.



Sector:  
**Energy and Utilities**

Business Unit:  
**Quality Management**

Solution:  
**Test Management**



**41 100+**  
Designed Test Cases



**58 200+**  
Test Cases Executions



**4900+**  
Defects Reported



**1500+**  
Test Automation Executions



## THE CHALLENGE

As enterprises are becoming more consumer-focused, testing and QA planning becomes their priority. Among the most common blockers, Noesis identified:

- › Complex application architecture.
- › Complex business processes and end to end validation.
- › Lack of communication and alignment between teams.
- › Less and less time to run the regression battery.
- › Validation of core processes.

The challenge was to create a technological solution that allows the integration between the equipment installed in the network and the systems. That symbolizes an integrated energy management system in order to correspond to the expected evolution of information.

## GOALS

The main goals for this project were to fulfil high efficiency through standardize processes across 13 geographies. By that, the intention was to turn processes more transparent, simple and automatic, focusing on customer service and the protection of personal data. Moreover, Noesis team wanted to guarantee the support of the customers' business cycle, the mobility control of all agents and assets involved / tracking of activities, and the integration of the various contact points with the customer. The key overall QA goals common to both companies were:

- › Maximize Efficiency.
- › Lower IT Costs.
- › Increase Customer's confidence.
- › Continuous Improvement.
- › Early Error Solving.

# SOLUTION

All the QA projects carried out since 2015, were focused on the excellence of the deliveries during the entire life cycle of the process:

- › Test strategy and planning.
- › Test case design.
- › Test case execution.
- › Test automation focus on sap transactions.
- › API testing.
- › Defect management.
- › Acceptance testing support key users.
- › Support users on post go-live.

Each of these projects followed a four-step framework:

- › **Development/ sit:** in a first release, systems tests were done by Dev team; and in a second release the test design done by test team were accepted.
- › **System verification:** tests were done by Noesis test team.
- › **System Validation:** tests done by key users with local support of Noesis test team were accepted.
- › **Production:** Post Go-Live support ensured by Noesis test team.

## THE RESULTS

In five years of relationship with these clients, Noesis participated in more than 50 projects and delivered a total capacity of +150,000 hours of testing services:

- › Enhanced Test Coverage. Test Case design: **41 143**.
- › **Increased confidence** due to a higher number of tests executions - **58 230**:
  - › Certification Tests /UAT Tests: evaluate the system's compliance with the business requirements and assess whether it is acceptable for delivery.
  - › Regression Tests: To ensure that previously developed and tested software still performs accordingly.
- › **Defect Management:** Discovery; Categorization; Validation; Closure and Reporting - **4962 Defects Reported**.
- › **Optimized processes:** The use of known processes ensures that clients are using optimized and actual processes that have already been tested.
- › **Cost benefits** via strong rightshore approach.
- › **Lower Costs:** Standardized business processes enables cost reductions, since there is less work assigned to application customization and future updates (lower cost of IT lifecycle).
- › **Agile Deployment and internalization:** Standardized processes and systems enable faster deployments.
- › **Wide Support:** Standard applications have a wider number of users, thus there is a higher availability of training and support materials.
- › **Innovation and Scalability:** A modern architecture, based on the current trends and principles, will promote scalability and put clients in a position to keep up with new IT developments.



Noesis is an international tech consulting company offering services and solutions to support clients in digital transformation and the development of their businesses. In order to obtain sustained value that is transversal to all sectors, Noesis is focused on infrastructures, software, quality and people.