Syntel's Performance Testing Services Save ~30% Costs For a Retail Giant

SYNTEL
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America's second largest general retailer has operations spread across multiple locations with a huge customer base. Application performance was critical to run the business. Continuous improvement to IT systems and a multi-vendor strategy enabled the client to handle application development and testing, but led to ad hoc release cycles and integration issues.

The retail giant partnered with Syntel to assess their IT landscape and ensure no degradation in application performance.

CHALLENGES

- Ad-hoc code release cycles for quality testing from multiple development vendors
- Sluggish application performance despite continuous improvement to IT systems
- Heterogeneous applications, which required integration with alliances and business customers
- Tight schedule with a narrow testing window

SYNTEL'S SOLUTION

Syntel's retail business experts and testing professionals collaborated with the client team to identify the heterogeneous applications and then undertake a rigorous testing project. Key aspects of the project included the following:

- End-to-end performance testing for projects across the retail landscape
- Focus on impacted areas in addition to aligning overall performance goals
- Creation of more than 5,000 performance test scripts
- Training and development of portfolio experts within the team

FACTS AND FIGURES

- 25 projects executed per month, with an average transition period of 3 weeks per project
- Investments in tools and reusable accelerators
- Onsite-offshore ratio of 30:70 by deploying a managed services model
- Key protocols and technologies supported such as Web, Web services, RTE, CITRIX-ICA, ODBC, Flex, AJAX and Mobile

BUSINESS BENEFITS

75% reduction in test script review

98% less effort needed in test case development

~30% costs saved

- **Reduced downtime and quicker resolution through inhouse Remote Machine Availability Tracker**
- **Enhanced productivity from two scenarios per week to four scenarios per week**

About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

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