



**CASE STUDY** | BANKING & FINANCIAL SERVICES

# QA&T services enable seamless digital HR processes for global finance firm





# About the customer

Multinational risk management, insurance brokerage, and advisory company.



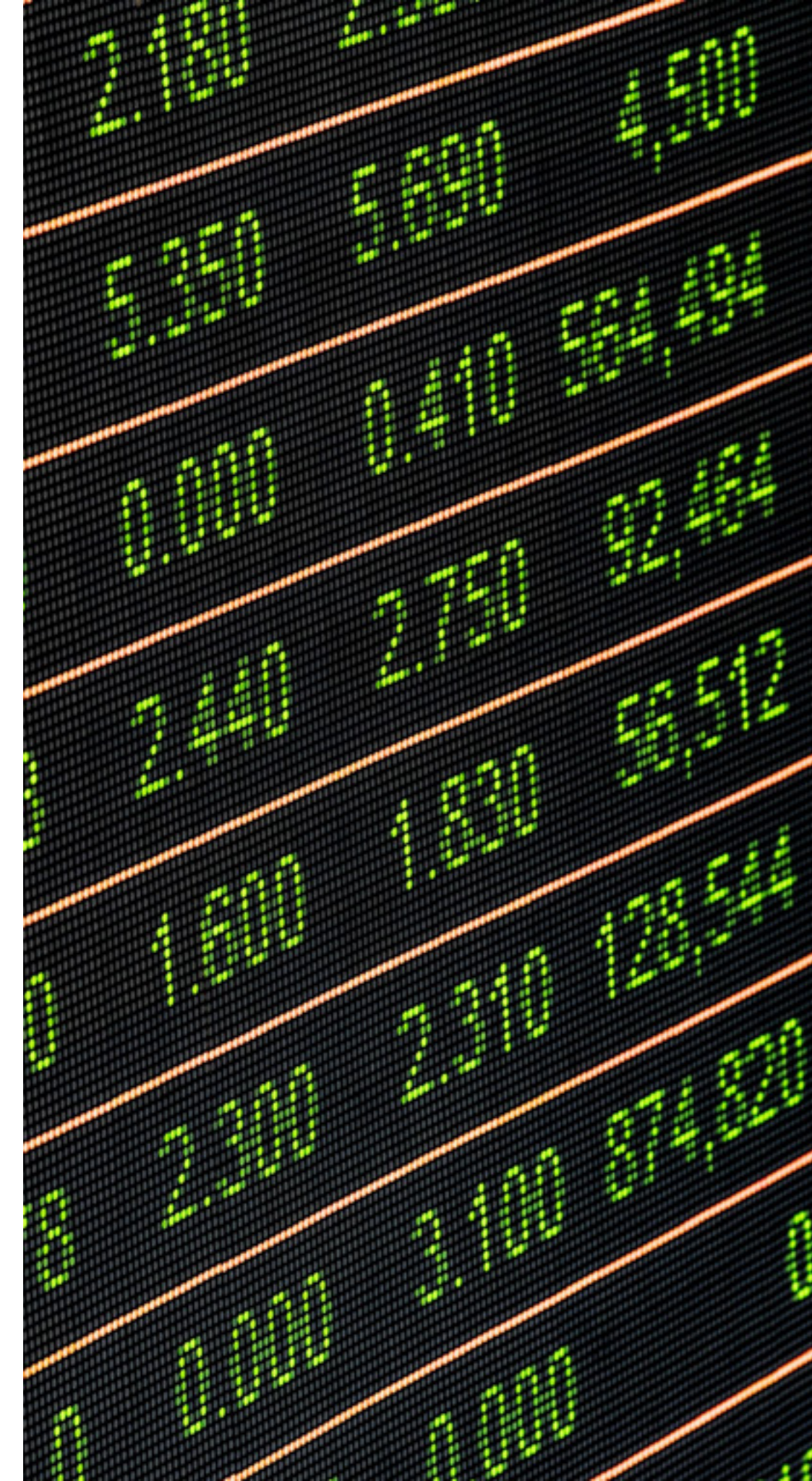
**US \$5B+**  
revenue



**50K+**  
employees



**Presence in**  
**100+ countries**







# Business challenges

Our client had human resources processes scattered across different portals, resulting in lengthy and costly processes, as well as increased difficulty detecting errors that impact employee experience. A new application would integrate all portals into one, generating a new level of centralization and process quality maturity.

1

Identified an opportunity to develop and implement test automation standards and improve testing agility to accelerate the delivery of the new application.

2

Needed to increase QA process maturity and enable new capabilities to centralize applications related to human resources.

3

Limited testing processes impacted performance, resulting in a loss in market share.



# How Softtek comes into play

Through Softtek's Enterprise Quality Management solution, our client improved its QA maturity level and accelerated throughput. Softtek's highly-skilled quality engineers and state-of-the-art testing processes meant higher quality products delivered faster for less money.

**Softtek's nearshore delivery model** maximized collaboration and accelerated the testing processes, reflecting an average improvement of close to 50% for the target metrics.

**Softtek's 'First Time Right'** approach and the standarization of best practices reduced variation in quality by 99%+ and improved the client's overall performance of testing services.

**Test automation services** implemented during the application development lifecycle enabled the release of new functionalities faster.

**Identified application defects** through the early involvement of our quality engineering professionals.





# Business impact

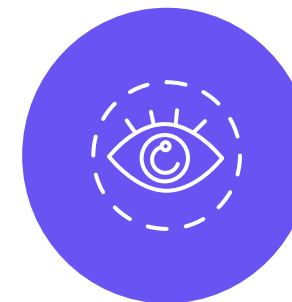
With a mature QA backbone, our client was able to save money and reduce defects while innovating powerful digital HR processes.



0% production defect leakage.



100% testing coverage increased quality levels, improved HR productivity, and enhanced employee satisfaction.



Softtek's Automation-First mindset and supporting methodologies resulted in a 65% reduction in time spent on testing activities.



Increased weekly savings by 5% through resource reallocation and allowed the team to focus on innovation thanks to Softtek's Continuous Service Improvement methodology.



#### ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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