

# Talent Solutions to Support QA/ TDMS Build Out

## The Challenge

The client's expansive IT network supports more than 5,000 employees, 140 distribution centers, and over 75,000 customers. With such a wide range of support required, it became increasingly important for both external and internal data to be held, managed, and tested in the most effective way. The client did not have a structured and efficient quality assurance (QA) program nor data testing frameworks or processes in place, so they embarked on a critical initiative to build them.

## The Solution

Eliassen Group was entrusted with this initiative and partnered closely with the QA program manager to deploy 60% of the required team. The team strategically defined a new QA organization and progressively developed it over the course of 3 years. A testing center of excellence (TCoE) was developed, which encompasses test management, test services, and QMO. Methodologies include Waterfall, Agile/Iterative, and CICD/DevOps on E-Commerce, SOA middle tier, and Oracle database, with Oracle EBS as the core application.

## The Result

The client had a budget of \$5.5M that was successfully managed and maintained. With the development of an automation framework, and the architecture and creation of a regression suite to automate 80% of business processes, the client was able to save \$150k. A fully operational SQA organization with enforced SQA strategies, standards, technologies, processes, and metrics was established.

## The Client

### Tire Distributor

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The client is one of the largest technology-driven, independent tire replacement suppliers in North America. Through their subsidiaries, this long-established company provides replacement tires, custom wheels, installation and service accessories, tire supplies and tools, and passenger car and light truck tires. They operate over 140 distribution centers serving approximately 100K customers across the US and Canada. The client offers unparalleled depth of inventory, delivery frequency, and additional tire and automotive services to customers.

## Highlighted Results

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- Client saved \$150K through the automation of 80% of business processes
- Defect leakage decreased to less than 2%

## The Result [continued]

The client's brand was protected via quality releases with defect leakage of less than 2%. Test Management tools were evaluated including HP ALM, OATS and TurnKey Solution cFactory for execution, repository, and metric reporting. The team converted from HP ALM to QAS qTest and leveraged open-source tools for Automation and Performance Testing.

## Tools Used

- Enterprise Portfolio
- Enhancements and Bugs
- Automation
- Performance
- SOA
- Java/Hybris
- Oracle EBS

## Consultants Deployed

- QA Engineers
- Testers
- Project Manager
- Business Analysts