



REAPING HEALTHY TESTING SERVICES BENEFITS FROM CAPGEMINI'S QUALITY ENGINEERING WITH ADMnext

How Capgemini brought a host of Automation, Cognitive QA, and SmartQA testing platform solutions to one of the world's largest global medical device and pharmaceutical companies

A global medical device and pharmaceutical company was looking to increase testing efficiency and completely transform its testing function to deliver quality with Agile, Cloud, DevSecOps solutions. The testing function contained 19 different vendors and the company was looking for one partner that could streamline this complex technology landscape and drive the frequent releases and continuous development needed to simplify its QA function. The company was also seeking a partner that could implement next-gen technology, touchless test automation, develop AI use cases for quality engineering, and get the QA function ready to deliver the best customer experience.

Overview

Client: A global medical device and pharmaceutical company

Region: Global

Industry: Life Sciences, Healthcare, and Pharmaceuticals

Client Challenge: The company was looking to increase testing efficiency and completely transform its testing function to deliver better quality with Agile, Cloud, and DevSecOps solutions

Solution: The Capgemini team worked with the company to deploy automation, Cognitive QA, and SmartQA (CQA) testing platform solutions across multiple business towers and simplified and streamlined the testing and application landscape

Benefits:

- 35% cost reduction
- 80% acceleration of test times
- Over 75% test automation
- An average of 75% effort reduction in execution time
- Increased automation coverage from 18% to 70%
- 21 joint automation POCs completed



Healthy testing from Quality Engineering in Capgemini's ADMnext

The company selected Capgemini to address all of these challenges and the team immediately got to work deploying everything that Capgemini's Quality Engineering had to offer. The team began with the implementation of automation, Cognitive QA, and SmartQA (CQA) testing platform solutions across the company's Medical Devices and R&D, Supply Chain, and Corporate business functions. Within Medical Devices and R&D, automated system testing for the company's first Laboratory Informatics platform was delivered on a large scale. The Capgemini team also helped the company expand its Supply Chain capabilities and provided a program of zero bugs across its Corporate function.

The Smart QA (CQA) Platform provided a near real-time 360° view of quality assurance and engineering metrics across programs and projects. It also revealed gaps and suggested traceability between siloed tests and defects while providing comprehensive causal analysis for defect prevention. Meanwhile, the enablement of smart quality decision making on factual project data and actual usage patterns gave recommendations on what to test (prioritization of test cases), what to automate (selection of test cases for automation), and when to stop testing (defect prediction and release readiness).

Next, the company and Capgemini implemented the KBot solution, which delivered faster query resolution, on-boarding time reductions, and productivity enhancements. Capgemini's NFT Hub delivered rapid performance test results and identified remedial solutions for problem detection and resolution. The team also gave the company the ability to dive deeper into performance observations and drive improved root-cause analysis. Additionally, Capgemini's indicative effort savings initiative enabled a 56% reduction in effort.

Overall the end results of Capgemini's ADMnext Quality Engineering deployment included:

- 35% in cost reductions
- 80% accelerated test times
- Over 75% test automation
- Comprehensive, on-time regulatory compliance
- An average of 75% effort reduction in execution time
- Increased automation coverage from 18% to 70%
- 21 joint automation POCs completed
- A substantially enhanced test automation framework with AI features.

A healthy future with Capgemini

Going forward, the company has dubbed 2022 a "Year of Inclusive Quality" and is keen to expand on all the benefits that the partnership with Capgemini has already provided. As the partners move from 2021 into 2022, the company is looking to implement zero-defect development, zero-touch testing, one storefront for quality tools and frameworks, collaborative quality governance driven by a smart command center, AI-based test automation, performance testing solutions, and SAP S/4 Hana business assurance.

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fuelled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

Get the Future You Want

www.capgemini.com