

CASE STUDY.

QualityKiosk Technologies, a global leader in digital quality and reliability engineering, has successfully helped a leading multinational pharma brand transform its quality engineering (QE) for faster releases and seamless experiences. The case study showcases how QualityKiosk combined its proprietary processes and robust domain expertise with Katalon's powerful testing platform to deliver enhanced quality engineering efficiencies at speed and scale.

QualityKiosk's Testing Automation Accelerates
Time to Market: Powers Multinational Pharma to
40% Faster QE



Overview

The Indian-based pharmaceutical company with operations spanning 74 countries specializes in drug research and manufacturing. With over 25,000 employees, the pharma giant offers branded medication, custom pharmaceutical services, patient support, and digital therapeutics. Comprising numerous corporate and telemedicine applications, the customer's digital ecosystem needed a robust quality engineering framework to support the brand's ambitious digital modernization journey.



Business Challenges

Manual QE

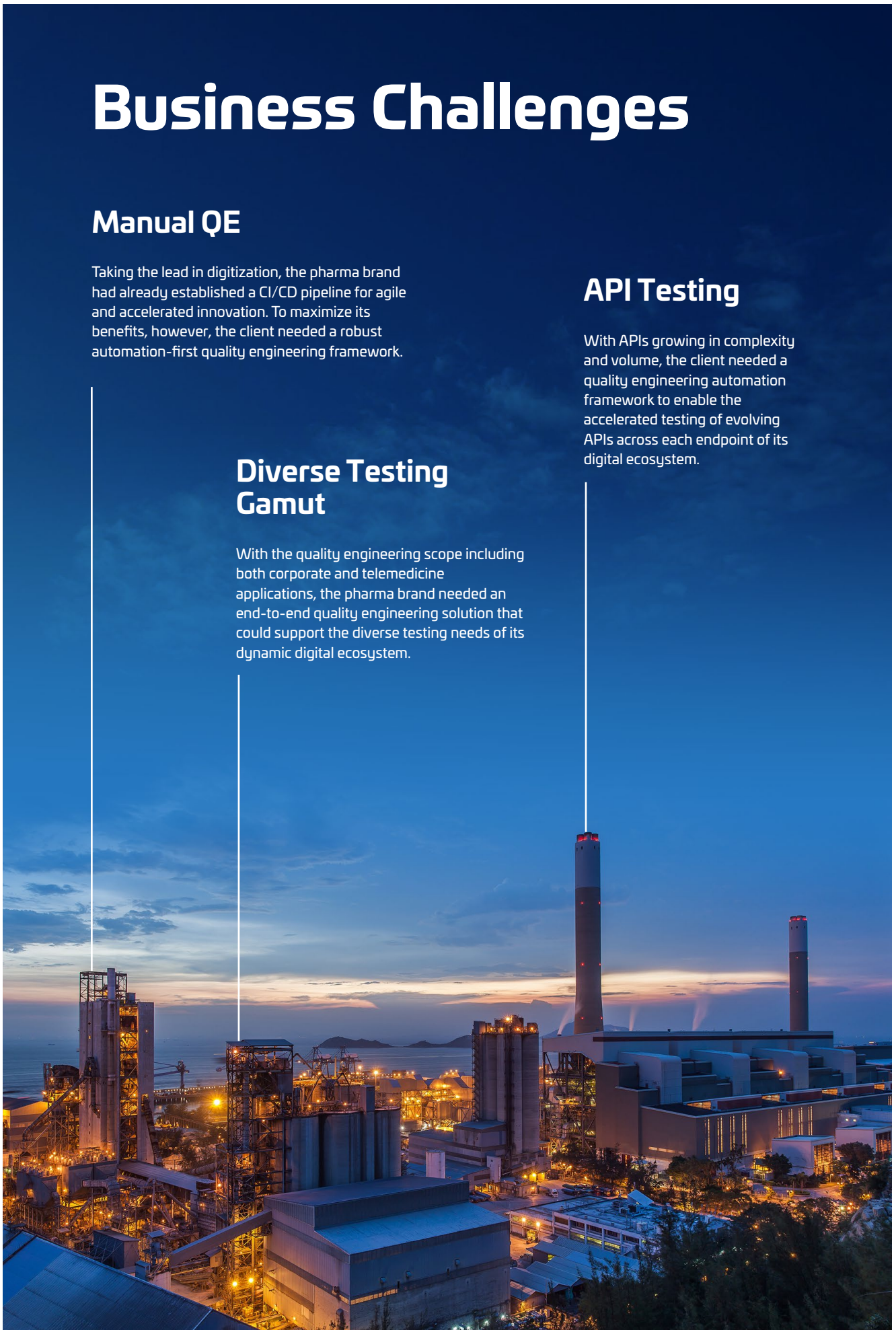
Taking the lead in digitization, the pharma brand had already established a CI/CD pipeline for agile and accelerated innovation. To maximize its benefits, however, the client needed a robust automation-first quality engineering framework.

API Testing

With APIs growing in complexity and volume, the client needed a quality engineering automation framework to enable the accelerated testing of evolving APIs across each endpoint of its digital ecosystem.

Diverse Testing Gamut

With the quality engineering scope including both corporate and telemedicine applications, the pharma brand needed an end-to-end quality engineering solution that could support the diverse testing needs of its dynamic digital ecosystem.



QualityKiosk's Approach

Leveraging its deep domain expertise and proprietary processes in combination with the powerful Katalon testing platform, QualityKiosk empowered the customer with an end-to-end testing automation solution enabling:

Automation Framework Development

Developed a robust automation framework to support scalable and maintainable test scripts. The framework was then integrated with the pharma's CI/CD pipeline to enable continuous testing with enhanced coverage.

AI-First Testing

The solution harnessed Katalon's AI-driven features for accelerating visual testing & self-healing of scripts. With AI at the helm, the strategy helped the customer reduce maintenance costs, increase quality engineering efficiencies, & ensure comprehensive coverage.

Test Management and Reporting

Unifying data from Jira, X-Ray, and Katalon TestOps, QualityKiosk enabled real-time insights into test management & efficiency through custom reporting dashboards. The real-time testing insights powered effective cross-team collaboration and end-to-end transparency for business & IT stakeholders, enabling better decision-making.

Real Device Testing

Integrated test automation with QualityKiosk's Mobile Device Farm, empowering the pharma giant to optimize application reliability, performance, & experience on diverse mobile device profiles.

Training and Knowledge Transfer

Conducted comprehensive training sessions for the client's internal teams to integrate quality engineering automation best practices into the organizational culture for accelerated & failproof testing. The training sessions also enabled the client team to maximize Katalon's efficiency and benefits.

Continuous Improvement

To help the pharmaceutical brand futureproof agility & innovation, QualityKiosk established a feedback loop to continuously refine & improve the testing process based on results & insights gained.

Risk-Based Testing

Devised and implemented a tailored risk-based testing approach to enable effective prioritization of critical areas of the applications, ensuring high-impact issues are addressed promptly.

Performance and Load Testing

Integrated performance and load testing into the automation suite to ensure the applications can handle expected user loads and perform optimally.

Automated Regression Testing

Set up automated regression testing to quickly identify, and address defects introduced during new releases or updates for faster time to market.

Outcomes

80% | UI-based automation

Achieved 80% automation of user interface test cases, significantly enhancing test efficiency & coverage while reducing manual effort & human error, leading to faster time-to-market and improved product quality.

100% | API testing automation

Automated API testing from end-to-end, ensuring robust system integration and performance, preventing costly downstream issues, and accelerating development cycles.

40% | Reduction in testing timelines

Streamlined processes to achieve a 40% reduction in testing timelines, enabling more frequent releases, faster time-to-market, and increased responsiveness to market demands.

0 | Showstopper defects

Implemented a rigorous testing regimen resulting in zero showstopper defects in production, safeguarding brand reputation, customer satisfaction, and operational efficiency.

Omnichannel testing coverage

Ensured comprehensive test coverage across the web, mobile, and desktop channels, delivering consistent user experiences, maximizing customer satisfaction, and driving revenue growth.



These outcomes showcase QualityKiosk's ability to deliver innovative quality assurance solutions tailored to the pharmaceutical industry's unique digital needs. By leveraging our extensive experience, deep domain knowledge, and cutting-edge tools like Katalon, QualityKiosk has enabled this pharmaceutical giant to significantly improve digital quality engineering processes, enhancing end-user experiences and bolstering business performance.

Recognition and Features

QualityKiosk has been recognized as Katalon's 'Partner of the Year' for three consecutive years in 2021, 2022, and 2023, boasting over 260 Katalon-certified employees for ensuring the top-tier implementation and support for clients using this powerful testing platform.



Multiple Testing Approaches

Katalon's support for behavior-driven development (BDD), data-driven testing (DDT), and keyword-driven testing provided flexible and comprehensive test coverage.



AI-powered Features

AI-assisted test script generation and maintenance optimized the testing process and reduced manual effort.



Easy Adoption

Katalon's user-friendly interface, featuring record-and-playback, facilitated the transition from manual to automated testing for the client's team.



Integrations

Katalon's native integrations with popular tools like Jira, Jenkins, and Git streamlined the overall quality engineering process.

By leveraging these advanced features, QualityKiosk ensured the successful transformation of the client's quality engineering processes, driving significant business benefits and reinforcing their leadership in the automotive industry.

About QualityKiosk Technologies

QualityKiosk is a focused Reliability, Cloud, AI, and Product Engineering solutions provider. The company, established in 2000, offers diverse services enabling organizations to adopt and adapt AI in Product Development, Quality and Reliability Engineering, CloudOps and Automation. In an AI-first world, QK synthesizes deep domain expertise with excellence in technology to consistently deliver great experiences for its customers' customers.

Operating in more than 25 countries and with over 3,500 employees, QualityKiosk helps leading brands in banking, capital markets, insurance, automotive & manufacturing, technology & digital natives, consumer goods, and healthcare to transform their digital capabilities.

The company's expertise and achievements have garnered recognition from esteemed global advisory firms such as Forrester, Gartner, & The Everest Group for innovative, IP-led solutions and the significant value those solutions deliver to clients. For more information, visit www.qualitykiosk.com.