



Leveraging RPA to reduce 98% test cycle time for ServiceNow Implementation

Success story of how Opteamix used UiPath (RPA) for a leading insurance broker to test their ServiceNow implementation.

Client

The Client is a leading insurance broker and consulting firm providing specialized property, corporate benefits, retirement, and individual solutions through its licensed subsidiaries and affiliates. They enable their customers with the expertise of over 6,000 global employees, investments in innovative technologies, and enduring relationships with highly rated insurers, vendors, and financial institutions. The Client has offices throughout the United States, Canada, Puerto Rico, and the UK.

Challenges

The Client had implemented ServiceNow for enterprise service management and faced challenges testing the platform given the magnitude of implementation scope. The Client wanted to address the following challenges by partnering with Opteamix:

- ▶ Meeting short sprint demands for business-critical scenarios - To ensure testing of core business functionalities within a short period while executing manual test cases was becoming a challenge
- ▶ It took them approximately 15 days for 2 testers (8 hours per tester every day) to release the sprint results. Short sprints demanded a higher percentage of test coverage to reduce test backlogs in subsequent sprints
- ▶ The Client also wanted to ensure complete accuracy in the tasks. However, coverage of the end-to-end workflow for all requests (repeated pattern) with critical validation points in regression testing was prone to error when done manually

Solution

Opteamix initiated the engagement through a discovery and analysis phase. This was designed to understand the Client's expectations and deliver a high-level strategy to provide the optimum solutions to overcome the challenges. Opteamix researched the available automation options and chose to go with RPA as the most feasible and effective solution.

As a part of the execution phase, Opteamix deployed a team of RPA experts to help implement the UiPath Enhanced Robotic Enterprise Framework (UiPath's REFramework) as the solution. The REFramework is an accelerator used to build, test, and run both attended and unattended business processes.

The RPA (Robotic Process Automation) software robots (also known as bots) were configured to render a parallel execution platform to perform regression testing for all the 1,476 test cases and to provide report data in the "Reporter module of the UiPath dashboard."

Technology Stack

- ▶ Web Application
- ▶ ServiceNow
- ▶ MS Window 10
- ▶ Edge V44
- ▶ Chrome V87
- ▶ Azure DevOps
- ▶ UiPath Studio Pro 2022 4.3

Value Delivered

Opteamix helped the Client achieve significant benefits as a direct result of the RPA solution that was implemented:

- ▶ Coverage - 100% automation coverage of the ServiceNow implementation - End-to-end coverage for all regression test cases as compared to selected test case coverage with manual execution
- ▶ Cycle Time - 98% test cycle time reduction - The time taken to execute the tests went down from 15 days with 2 testers (8 hours per day) to 2.5 hours with just 15 minutes from 1 tester
- ▶ Cost - 95% cost optimization resulting in thousands of dollars saved annually
- ▶ Benefits of on-demand regression testing
- ▶ The ROI was recovered within 2 test cycle executions

About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.