



# Do not waste money on in-house testing

Improve your testing processes with Sii  
as a Managed Test Services Partner

Mateusz, Test and Analysis Engineer





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# Challenges

Reducing testing costs while focusing on your core business, increasing the speed of your product releases, and reducing time to market, is possible. We have solid proof of that. In the case of all our clients who switched to outsourcing, test department maintenance costs dropped by 30% and time-to-market improved by 50%.

What are the key elements that contribute to this? We have identified 4 main challenges and solutions that help you make testing processes more efficient and achieve greater results.

## 1. Team

Building an internal testing team can be a challenging task for most companies. It requires a lot of effort and financial investments.

If you want to make an internal team fully responsible for all of your testing activities, you need to ensure that their Testing and Quality Assurance knowledge is extensive. This applies to engineers performing tests as well as the test management team taking care of the service quality.

Unfortunately, it takes time to recruit the right people and introduce them to the organization. Building an in-house testing team also involves bearing a lot of hidden costs like hiring and training expenses, bonuses, etc.

It is worth remembering that internal teams usually are working on the same application/set of applications for months and it is not an easy task to keep all team members motivated.

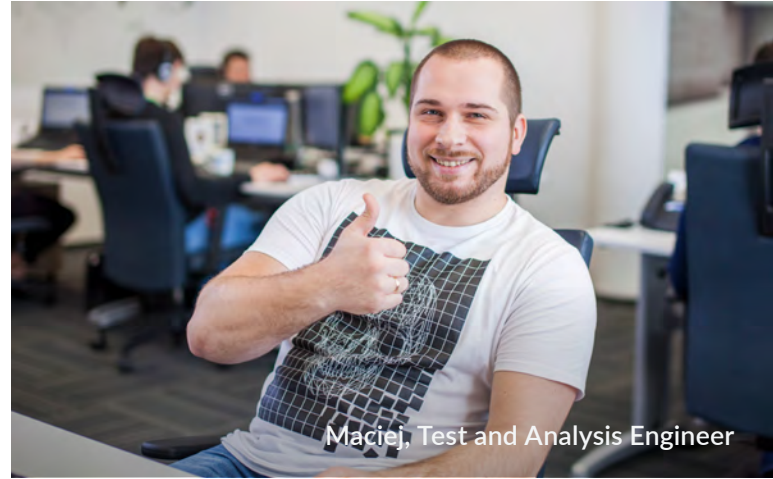
## 2. Scope

Another problem is executing the right set of tests. Frequently, the test scope is too wide and many test cases are redundant. They are covering the same functionality over and over again and in some cases other functionalities are skipped.

Having a large number of test cases does not mean that your application is well tested – it means that you need to spend a lot of time and money on executing all of them.

To make sure you are able to properly assess the quality of your application/system, you should build an optimal testing scope that will be aligned with your business risks. You need to know which test

cases/testing scenarios are most critical to your business and what will happen if they fail in the production environment.



Maciej, Test and Analysis Engineer

## 3. Test automation

Building an optimal testing scope will also help you decide what should be tested manually and what automated.

Test automation speeds things up and gaining testing speed equals reducing testing costs.

To make test automation cost-effective, it is required to select a proper framework and use good practices while implementing automation scripts.

You want to avoid a maintenance trap – to prevent extra effort and costs needed to maintain hundreds

of scripts. Your automation should be based on a proper test pyramid, focusing more on the API level than the UI level. Finally, to increase the test automation velocity even more, you have to use parallel execution as a game-changer. It will reduce the regression testing time from days to minutes. Again, to do all of that, you need an experienced test team and proper tools.

## 4. Quality

Most managers believe that only an in-house testing team guarantees the best software quality, with internal management helping deliver the best team performance. Unfortunately, the reality is different and there are several gaps in this assumption.

First of all, the majority of in-house testing teams do not have any KPIs to measure their performance, which means that the top management is not able to gather detailed information about their work.

This can cause problems with assessing the real quality delivered by the in-house testing team.

It also happens that something is going wrong after the actual production release. Then the biggest effort goes into fixing problems. Unfortunately, conclusions from such situations are rarely drawn by the internal testing team and no improvements are introduced to avoid similar cases in the future.

**All of the above-mentioned factors can be considered a very high price to pay for the organization that does not see testing as their main business activity. So how to handle such challenges properly?**

## Solution

It is worth learning from the past and listening to advice from wise people like Henry Ford, who said: "if there is a thing that we cannot do more efficiently, cheaper or better than our competition, there is no point in doing it – we should hire someone who does it better than we do." In practice, this equals finding a trusted test services provider like Sii and outsourcing testing activities. With the right partner and strategy, you can be sure that you will get the right resources and

expertise to manage your testing process. Testing will no longer be a bottleneck and financial bottomless pit. How do we make it work? As a Managed Test Service Provider, we take complete ownership of all testing processes and activities, so you can concentrate on your main business goals, while we take care of both quality assurance and testing.

**We offer a full end-to-end testing service design to migrate quality risks for your organization and achieve a high-quality, cost-effective testing process.**

The Managed Test Service may include everything from test strategy, planning and test management to manual and automated tests execution taking into account the performance and security of your systems/applications.



Marta, Q&A Team Leader



## How do we solve all the challenges listed above?

# 1. We manage the test team

We can free you of all problematic aspects of managing the team that you can encounter while building your in-house team. We are taking over:

- recruitment,
- team set-up and skills,
- team management,
- project peaks and troughs,
- attrition rate,
- project atmosphere,
- engineers' career development path.

# 2. We set the right test scope

We will guide you on how to build an optimal testing scope that will comply with your requirements.

You will get a complete picture of the quality of your systems through our adjusting each test case/ scenario to business requirements (proper test to requirements mapping). You will know how severe is a defect found during your test and what potential losses it can bring to your organization if you will not fix it in time.

It will help you to understand what test should be run, modified or deleted if the use case changes. We will tell you which tests can be automated and which should be tested manually, how to set and use synthetic test data, how to mask and make use of your production data so that you can reproduce real-life scenarios and be GDPR-bulletproof.



Klaudia, Test & Analysis Engineer

### 3. We automate tests effectively, reducing time-to-market

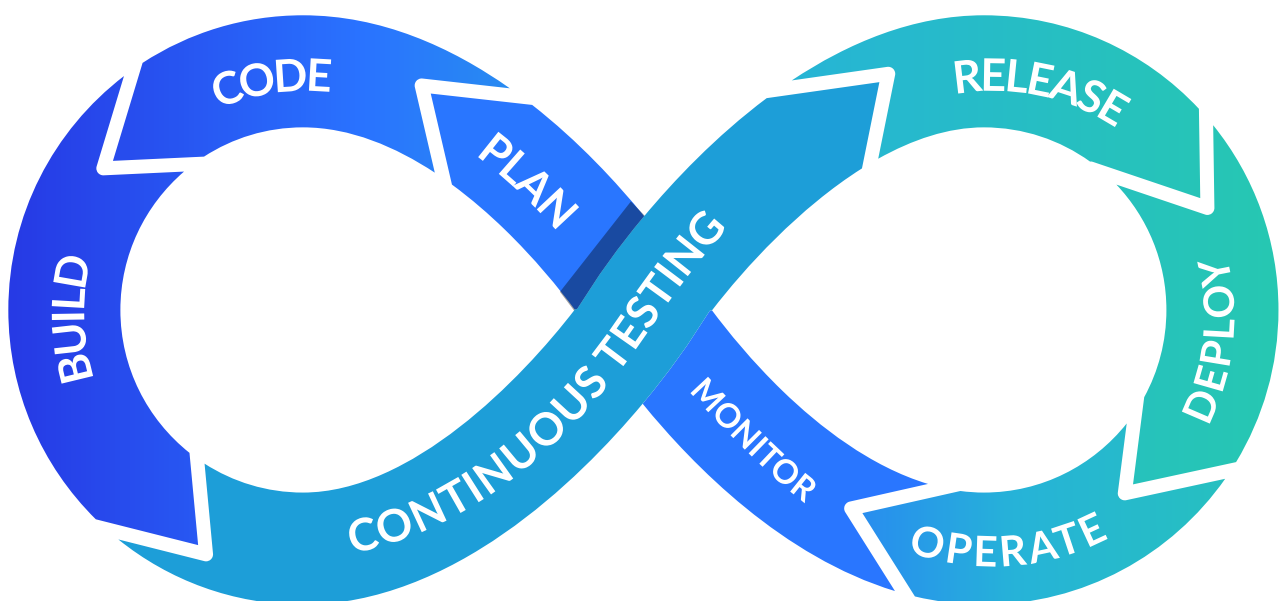
We will support you with building a proper test. Automation framework and make use of open-source and commercial tools to increase the test execution velocity.

Sii is a continuous testing company, which means we focus on optimizing and speeding up the testing process by using automation testing as part of the delivery pipeline. Thanks to that, we obtain feedback on the business risk associated with every software release as rapidly as possible. With this approach, we are able to:

- accelerate release cycles,
- automate more and reduce the cost of testing,
- improve software quality.

To achieve these goals, we focus on test automation not only at the UI level, but also at the API level, which enables us to test end-to-end scenarios and achieve test automation rates of up to 90%.

We think that it is essential that test automation is part of a continuous delivery pipeline and integrates with DevOps tools. CI/CD integration together with test scope optimization (test cases aligned with business risks and test redundancy reduction) and proper test data management (using both synthetic and masked production data) enable us to accelerate the testing process and improve general software quality.



## 4. We ensure quality by measuring testing service performance

We deal with quality issues through a proper service level agreement. SLA is a commitment between the service provider and the client concerning the quality of work, availability and responsibility. Having that in place, customers can be sure they will always get the required testing service quality.

SLA is concluded prior to the project start, making Sii obligated to control the quality of the delivered service and meet the agreed KPIs.

Key Performance Indicators can be related to team capacity, test quality, cost reduction, etc. The following points are KPI examples:

- **Cost reduction** – lower testing budget,
- **Team delivery** – required team capacity delivered within the agreed timeline,
- **Team flexibility** – ability to scale up/down the delivery team within the guaranteed response time,

- **Execution coverage** – all tests provided by customer executed,
- **Test quality** – increasing the percentage of defects detected through testing,
- **Execution quality** – tests executed as per the customer's standards,
- **Delivery time-to-market** – delivery of test results within the agreed timeline,
- **Improvements** – implementation of new technologies and improvements to accelerate service performance.

As you can see, both KPIs and SLAs govern the service quality that you receive, which makes test outsourcing a more secure and efficient option than an in-house testing team.

## Don't forget we also provide you with the latest, leading market solutions

Sii partners with testing industry market leaders to provide high-quality, cost-efficient, innovation-driven solutions that will help you to speed up testing and general software delivery process, allowing you to gain the competitive advantage over your competitors. Among our partners we have Tricentis, Neotys, Microsoft, Atlassian, SAP and others.

Our partners:



# Benefits

In conclusion, the Managed Test Service is a great solution for the companies that would like to focus on their main business area and not invest too much money in building and maintaining in-house testing departments. We recommend using Sii's

expertise and good practices in software testing to organizations aiming at strengthening their market position. If you decide to outsource a large portion of your testing activities, you can easily maximize benefits that come with Sii's Managed Test Services:



**Service focused  
on business goals  
and software quality**



**Reliability  
and flexibility**



**Cost optimization**



**Reduced  
time-to-market**



**Knowledge  
and expertise**

## See how we can improve testing services at your company

**Book a free consultation**





# Why choose Sii as a testing services partner?

With 4 800 specialists, Sii is the largest technology consulting, digital transformation, testing, BPO, and engineering services vendor in Poland. Testing Competency Center is an internal department responsible for delivering quality assurance and testing services to Sii's customers.

- ✔ **Over 14 years of experience**  
in delivering testing projects for Polish and international clients
- ✔ **The biggest software testing services provider**  
in Poland
- ✔ **Leading Testing Software Provider**  
recognized by British TEST Magazine
- ✔ **Over 1 000 test engineers and proven practices**  
that allow us to deliver large projects and managed services
- ✔ **Proven track record of successful projects**  
carried out with international and Polish customers from various industries, including DPD Group, Leica, Sabre, Puma, Ingenico, Reckitt Benckiser and many more

Learn more about Sii Managed Test Services

[Visit our website](#)