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A Hitachi Group Company

Continuous QA Infrastructure Automation for CCaaS ISV

GlobalLogic partnered with a leading service provider for the Contact Center as a Service industry to modernize and migrate a legacy platform using cloud technologies.

This partnership led to the migration of over 90% of their customers to the latest version of the platform and provided them with a consistent user experience across the product.

60%
reduction in production cost

50%
reduction in release QA validation time

Challenge

Our client is a leading service provider in the Contact Center as a Service industry and they were facing a variety of challenges:

- **modernizing** their product to no longer maintain multiple code bases using different tools
- **automating** their testing process to avoid long testing phases and backlogs of defects
- **migrating** customers from a legacy platform to an on-prem single tenant architecture
- **standardizing** UX across their product

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Value Created

GlobalLogic assisted our client in adopting the Shift left & Continuous testing approach. We transformed their mono-microservice structure to multiple microservices running in parallel. During our partnership, we executed a complete architecture overhaul from single-prem to multi-tenancy. Our Testing-as-a-Service expertise allowed our client to automate their testing, leading to fully automated code deployment. We achieved a consistent UX design across the product to assist in user migration.

Impact

GlobalLogic helped our client achieve these measurable results:

- **Modernized** 6 of their applications
- **Automated** their QA validation using our in-house accelerator, reducing time spent by 50%
- **Migrated** 94% of their customers to the multi-tenancy platform by a thorough and consistent **standardization** of their UX
- **Reduced** their production backlog by 12-13% on a QoQ basis