

2019 / CASE STUDY  
#RETAIL

**World's largest submarine sandwich shop with 39,000+ stores utilized Cigniti's Test Automation integration with its POS system to reduce test execution effort by 40%**

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## About the Client

The client is an American restaurant franchise that primarily sells submarine sandwiches and salads. With 39000+ stores in 99+ countries, the client's POS software incorporated a tax module that ensured the application of local tax rates & laws.

## The Challenge

The client, the world's largest submarine sandwich chain, required to incorporate frequent upgrades to its point of sale (POS) machines to make them function smoothly across multiple browsers.

Test automation was needed to cover testing of a tax module (- an addition to the POS software) that required configuring different tax rates/rules by location. Since the module needed frequent upgrades, the test automation was expected to be comprehensive. However, a lack of test automation of regression cycles was making their test life cycles longer.

Additionally, an absence of metrics made it difficult to measure the quality of testing.

After thorough research, the company approached Cigniti for its compelling Test Automation services for complex business environments, capability to leverage tool licences, and accelerate the time-to-market with comprehensive test automation.

## E2E assessment of requirements & implementation of a robust Test Automation Framework increased reusability & maintainability

Implementing our dedicated Automation Center of Excellence (ACoE) backed by a decade of experience in executing test automation engagements for global clients & a large pool of test automation experts, we conducted an end-to-end assessment of the requirements and an in-depth tool feasibility analysis and recommended the RanoRex-customized Cigniti Test Automation Framework for increased reusability and maintainability.

Using our Cigniti Test Automation Accelerator Kit that comprises of pre-built test automation scripts, utilities, process assets and frameworks, we authored multiple test scripts for the identified scenarios and executed them on various browsers to improve the compatibility, performed UI validation and Data validation, and helped it define and report test metrics for tracking quality.

We implemented our tool and technology agnostic, plug-and-play test automation framework with pre-built interfaces to CI servers to test the clients' environment for RIA application that included testing Silverlight and the .NET Database Server (Microsoft SQL Server).

## Key Benefits Achieved

Our test automation strategy enabled the client to increase its release velocity, reduce time-to-market and the overall testing effort resulting in a significant return on investment (ROI) apart from providing the following additional benefits:

- ✓ Use of automation tools and frameworks reduced the resource requirements by 45%
- ✓ Reduced the test execution effort by 40%
- ✓ Reduced overall test execution cycle time by 20%
- ✓ Reduced post-production defect density



### About Cigniti

Cigniti is World's largest Independent Quality Engineering Services company, bringing the power of AI into AI and DevOps, to accelerate enterprise digital transformation journey. We help world's leading enterprises build quality software and accelerate speed to market while lowering the overall cost of quality, and driving a huge positive impact to ROI from their QA, QE & Digital initiatives. Know how we play a pivotal role in the digital transformation journey of our clients. Visit [www.cigniti.com](http://www.cigniti.com) and follow us @cigniti.

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