The rapidly transforming pace of business and technologies is making new demands on businesses viz.:

- Higher business outcomes by going beyond systems to business processes
- Faster time to market & quick response to business change through shift left from UAT to SIT
- Significant effort saving by enhancing system integration testing to an end to end business process testing
- Shift left as early end to end testing will result in early identification of Risk

Top 6 pain points and challenges that every organization face today:

1. Business perception of product quality is different from that of IT
2. Never-ending pressure to optimize cost of testing
3. Business critical and high cost operational resources are sucked into IT activities
4. Cost of defect multiplies in the later stages of the SDLC lifecycle, not getting first time right
5. Digital assurances are often looked upon from a technology centric perspective than being aligned to business centricity for a seamless customer experience.
6. High reputational risks of legal & financial failures due to regulatory non-compliances

An output oriented Business Process testing is the solution for challenges faced by organizations

<table>
<thead>
<tr>
<th>S.No</th>
<th>Pain points</th>
<th>Major Solution Tenets aligned to Business Objectives</th>
</tr>
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<tbody>
<tr>
<td>01</td>
<td>Business – IT Perception on Quality</td>
<td>• BPT framework aligned to business outcomes&lt;br&gt;• Collaboration between Business -QA teams&lt;br&gt;• 360 degree feedback loop&lt;br&gt;• Business processes quality reporting metrics</td>
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<tr>
<td>02</td>
<td>Cost optimization of testing</td>
<td>• Analytics driven Business Process Testing&lt;br&gt;• Intelligent Automation across end to end business processes&lt;br&gt;• Smarter QA – breaking application / project silos&lt;br&gt;• Reusable global business process assets</td>
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<td>03</td>
<td>High cost operational resources</td>
<td>• Ex-Users, Ex-Auditors &amp; Business Analyst&lt;br&gt;• Testers as users&lt;br&gt;• Diverse skills with cross functional knowledge</td>
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<td>04</td>
<td>Building first time right</td>
<td>• Shift left -Early User Engagement&lt;br&gt;• Business processes validation&lt;br&gt;• Defect Root Cause Analysis</td>
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<td>05</td>
<td>Digital assurances from Business Perspective</td>
<td>• Business processes led Digital Assurance&lt;br&gt;• Holistic assurance across ecosystems</td>
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<td>06</td>
<td>Risk of legal &amp; financial failures</td>
<td>• Proactive regulation tracking and planning&lt;br&gt;• Regulatory compliance, Control Gap &amp; Fraud Scenario testing</td>
</tr>
</tbody>
</table>
Organizations expect Quality Assurance to deliver greater quality with tighter business alignment at optimize cost & effort. Cognizant, therefore has enhanced typical system and system integration tests to include Business Process Testing which is the need of the hour. Business process testing is combination of analytics, automation and business alignment to optimise System Integration Test and deliver most sought after tangible & intangible benefits.

Value Proposition of BPT

Business Aligned Testing
Controls, fraud, exception, regulations

Figure: 1

Cognizant Business Process Testing framework engine is based on four key building blocks viz. Business Processes, Business components, Test Scenarios and Component test suite. This engine is driven by analytics, regulation and digital for smarter, faster and cost effective outcome. Cognizant also leverage certain enabler developed out of prior industrial engagements to ensure right fit testing.

The process involves identifying key business processes of customer business, breaking them
into most granular & global business components with defined business rules that can be reused across multiple business process and finally design end to end test scenarios that provide the following coverage:

- Positive and negative scenarios for each of the sub process,
- Scenarios also cover
  - known regulations in key geographies
  - Controls and regulatory norms imposed by the regulators mapped to sub process
  - Exception handling during business - Triggered by Alerts (Informational / Action required)
- Potential Fraud Scenarios and means to mitigate the risks
- Risk scoring by Industry experts at Business function level

**Road to implementation**

Cognizant takes a structured and pragmatic approach in transforming the organization to a business process testing. The roadmap is built around building the four key tenets – (i) Assets (ii) People (iii) Operating model and Execution methodology and (iv) Competency.

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**ADPART - Business Process Assurance Platform**

ADPART’s collaboration with several BPMN 2.0 tool providers such as Signavio Process Editor, IBM Blueworks Live, TIBCO ActiveMatrix creates a unique collaboration platform for business analysts and quality assurance professionals to build models that can be seamlessly used for both requirement management and test scenario generation. Major benefits of ADPART are:

- Assets management and reusability as per client customization
- Effective Change Management and Impact Analysis
- Automated generation of exhaustive test scenarios and test cases for Business Processes
- Scientific methodologies for Test Optimization & Prioritization
- Effective defect management & risk coverage

**Why Cognizant for BPT**

- Our experience in partnering with top Fortune 500+ Companies enables us to bring Best Market Practices and about 60% reusable global asset library
- We bring in strength of collective wisdom through close collaboration with our top Business Process Services captives of 7000+ operational SME capabilities
• Our IP based solutions includes 4 Trademarks, 3 Patents providing 20-25% continuous efficiencies improvement across testing lifecycle
• We have SMEs & ex-operational user with deep domain expertise in providing end to end vertical specific solutions
• We are the World’s largest and leading testing organization with 30,000+ Career QA Professionals aligned to industry solutions.

Success Stories

Cognizant enabled a largest drug retailing Chain in US to mature existing technology testing into business process validation by implementing business process focused end to end testing, covers integration across the retail chains eco systems

- 600+ Test Cases optimized in a LoB
- 32% QA Effort savings in a Release
- 10+ Times reduction in business failure defects

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world’s leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 100 global development and delivery centers worldwide and approximately 219,300 employees as of September 30, 2015, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world.

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