

Case Study

Establishing an Automation Center of Excellence for Scalable and Efficient Testing Operations

Magic
EdTech

The Client

The client is a leading global educational services provider seeking to enhance testing operations through a Center of Excellence (CoE) for Automation and Performance Quality Engineering.

The Challenge

The client faced multiple challenges, including the need to transition from an inefficient vendor, manage a high workload of 100 titles monthly across 16 platforms, and address rising operational inefficiencies and costs. To overcome these issues, they sought to establish an Automation CoE to streamline processes and enhance scalability.

Critical Success Parameters

- ✓ Ensure a seamless knowledge transfer process to ensure the CoE becomes fully operational within three months.
- ✓ Build a unified, cross-functional team to efficiently support multiple business groups.
- ✓ Develop expertise in automation, performance, and resilience testing to meet diverse testing needs.
- ✓ Establish governance frameworks and KPIs to monitor performance and maintain alignment with business objectives.

Our Approach

- ✓ Executed a phased knowledge transfer plan by engaging key stakeholders to ensure continuity and minimize disruption.
- ✓ Formed a high-performing, cross-functional team to address automation and performance testing requirements effectively.
- ✓ Established a robust governance structure with clear KPIs to track progress and measure outcomes.
- ✓ Organized tasks into priority waves, enabling efficient and timely delivery of all milestones.



Key Result Highlights

Established a fully operational Automation CoE within **3** months.

Achieved a seamless vendor transition with **zero** disruptions.

Validated **100** titles monthly, ensuring efficiency and client satisfaction.

Implemented governance and KPIs to maintain quality and consistency across platforms.