# Transforming Quality Engineering

**Industry:** Legal Services

**Location:** Maryland

## The Overview

Our team collaborated with a prominent law firm seeking to enhance their quality assurance practices across their IT department. Recognizing the importance of rigorous testing methodologies in ensuring the reliability and performance of their applications, the firm enlisted our expertise to set up a comprehensive test plan, establish new best practices for quality engineering, and lead the charge for testing adoption firm wide.

## The Challenge

We faced an inadequate testing framework, as the firm lacked a structured approach to testing, resulting in inconsistencies and an elevated risk of production issues. Additionally, the predominance of manual testing processes posed inefficiencies, longer testing cycles, and a heightened susceptibility to human error. Moreover, the lack of a testing culture within the firm hindered the seamless integration of quality assurance into the development lifecycle, impeding efforts to establish robust testing practices and protocols.

## The Approach

Our team led a systematic approach to address the challenges in implementing quality assurance practices. Firstly, we devised a comprehensive test plan tailored to their specific needs, outlining objectives, methodologies, timelines, and responsibilities to ensure thorough test coverage and execution. Additionally, we introduced new best practices for quality engineering, from documenting test requirements to manual execution of test cases, ensuring consistency

and traceability. Leveraging automation tools, we automated test scripts and created smoke and regression suites, thereby streamlining testing processes and improving overall efficiency. Integration of automated testing into the release pipeline facilitated early bug detection and resolution, accelerating time-to-market for new applications. Finally, our team spearheaded advocacy and training initiatives to promote testing adoption across the firm and technology department, emphasizing the importance of quality assurance and providing necessary skills and knowledge to the staff.

## The Outcome

Our team's efforts yielded remarkable outcomes for our clients IT department, notably enhancing quality assurance practices. By implementing a structured test plan and establishing new best practices for quality engineering, significant improvements were observed in the reliability, performance, and overall quality of their applications. Moreover, the value of our testing initiatives was promptly recognized by the CIO and other Director-level leadership, leading to substantial cost savings in production issues. This immediate value addition not only benefited current applications but also ensured robust testing practices for new applications moving forward. Furthermore, our advocacy and training efforts successfully fostered a cultural shift towards testing within the firm, resulting in greater awareness, adoption, and appreciation of quality assurance practices across all departments.

**Are you facing similar challenges at your firm?**

**Contact us at [aruba@occamsgroup.com](mailto:aruba@occamsgroup.com) to see how we can help.**