

# Migrating to advanced cloud tech for a future-ready tomorrow

## Industry

BFSI

## Technology

Microsoft Azure

## Engagement

5 months

## Services

Services: Independent Testing & Validation,  
Cloud Services



## Client profile

### **A story of 2000 test cases, almost 300 identified bugs, and 30 automated systems - within 5 months**

Itel Laboratories is a leading organization that specializes in building material testing, identification, pricing, and matching services which primarily focus on supporting property claims processes. They analyze various construction materials such as roofing, siding, flooring, and cabinetry to determine their specifications and provide comprehensive reports used in settling insurance claims. Itel Laboratories offers two main methods for submitting samples — either by mailing a physical sample directly to their labs or by utilizing their itel Now app for remote analysis. Reports are typically generated within 7–10 business days for mail-in samples and within 30 minutes for itel Now app users. In response to technological advancements, itel choose Nagarro to help in migrating their applications from an outdated on-premises system to advanced cloud technology, ensuring preparedness for future advancements with a modern approach.



## The challenge

### **Migrating over 50 systems to the cloud**

To initiate the cloud migration process, itel began by addressing technical debt to streamline operations. Given the scale of their enterprise-level application and the complexity of migrating over 50 systems, this undertaking posed a significant challenge to deliver the system with quality, especially with the deadline set for completion by the beginning of 2024.

Migrating a single application to the cloud can be intricate, let alone over 50 systems constituting itel's enterprise infrastructure. Each application had its unique characteristics, dependencies, and data storage requirements, amplifying the complexity of the migration process. Coordinating all the activities and efforts across various teams and stakeholders further compounded this challenge.

Maintaining the quality of migrated systems was non-negotiable for itel. Any lapses or regressions after cloud migration could result in downtime or data loss, jeopardizing business continuity and customer trust. Additionally, ensuring quality across a multitude of applications undergoing simultaneous migration presented a formidable testing challenge.

## The solution

### **Testing and Quality Assurance are key**

Ensuring the quality of such a large-scale application at an enterprise level is essential. Our chosen approach initially involved testing the application at the system level in the development environment, followed by continued testing in the QA and staging environments. Once the system-level testing criteria were met across all the environments, integration testing commenced in the QA and staging environments. Integration testing requires significantly more effort as compared to system testing, and the tests themselves were time-consuming. Nagarro, serving as a trusted partner of itel, collaborated to accomplish this monumental task and significantly contributed to enhancing the application's quality. The Nagarro QA team commenced their efforts in the second week of September 2023. By the end of the month, the team had completed 40% of the system-level testing in the Dev environment, uncovering over 15 defects during this phase. Additionally, the team recommended initiating automation in parallel with manual testing to streamline the testing process and expedite testing cycles in the QA and Staging environments. Remarkably, automation coverage reached 33% within just three weeks from the project's initiation.

## Impact to business

### Impact to itel business

1. Nagarro successfully conducted successful testing on over 50 systems and a substantial portion of Integration testing across Dev, QA, Staging and finally on the production release by mid-February 2024.
2. Approximately 90% of systems were automated using the framework developed by Nagarro's QA team, which significantly decreased many repetitive manual tasks.
3. Automation scripts were set up on Azure Pipeline and were scheduled to run daily as nightly builds.
4. ITEL's existing mobile and desktop application test automation framework was reviewed, and improvements were made to make it more stable.
5. We successfully executed over 2000 test cases and logged more than with 255 test executions, found almost 300 bugs that needed to be resolved, and automated about 30 systems within 5 months.





## Client Testimonials

"I would like to extend my appreciation for Nagarro's amazing work during itel's Cloud Migration project. Every single team member has shown dedication and assurance to see the project succeed. Together, we've executed nearly 2k test cases, found and resolved almost 300 bugs, and automated about 30 systems. I have never worked with a partnering company/QA team before with such professionalism and kindness, it has truly been a pleasure."



**Deserae Manning**  
Quality Manager, itel

### About Nagarro

Nagarro helps future-proof your business through a forward-thinking, fluidic, and CARING mindset. We excel at digital engineering and help our clients become human-centric, digital-first organizations, augmenting their ability to be responsive, efficient, intimate, creative, and sustainable. Today, we are 18,000 experts across 36 countries, forming a Nation of Nagarrians, ready to help our customers succeed.

For more information, visit [www.nagarro.com](http://www.nagarro.com).