



HELM360™



Hogan Lovells reduces risk of Elite 3E implementation through Helm360's comprehensive QA offering

Case Study



OVERVIEW & BACKGROUND

With over 2500 lawyers on six continents, Hogan Lovells needed a highly configurable PMS platform that would allow the firm to effectively manage the global business. To enable this, the firm embarked upon the “Single Finance System” project with the Thomson Reuters Elite 3E platform at the very core of this global implementation.

Central to any major software implementation is a comprehensive and well-planned testing programme. This is to ensure accuracy of delivery of the core Elite 3E product, its configuration as it stands for Hogan Lovells, and any custom developments.

The firm’s commitment to a structured, comprehensive testing program led to the engagement of Helm360 to deliver a suite of over 200 test cases for both 3E stock processes and custom developments.

“Hogan Lovells have approached their Elite 3E implementation with a good appreciation for areas that could potentially add unnecessary risk to the project. Leveraging the Helm360 team in the 3E QA testing area has effectively freed up key personnel to focus on other key implementation tasks whilst still ensuring a quality solution is delivered to the business” – Bim Dave, Executive Vice President, Helm360.

Helm360’s appointment to deliver this suite of test cases was based on several key legal industry QA advantages:

- ✓ A highly cost-effective onshore/offshore hybrid delivery model.
- ✓ 5+ years’ experience testing 3E 2.6, 2.7 & 2.8 core product for Thomson Reuters.
- ✓ The ability to provide independent, unbiased testing to give a true picture of the customers’ solution.
- ✓ Reduce pressure on the internal project team so they can focus on key business activities vs repetitive testing cycles.

TEST CASE STRATEGY

To deliver such a comprehensive set of test cases to the customer Helm360 had to demonstrate an efficient, thorough and well managed delivery process.

One of the key phases of the test case delivery process was to ensure that the Hogan Lovells “Work Stream Leads” (WSLs) had visibility of each case for review and sign off prior to execution. With this in mind, Helm360 proposed the following delivery model:

- **Test Case Creation** – A team of 8 offshore QA analysts produce test case scenarios. These scenarios are then peer reviewed internally prior to release to the onshore subject matter expert.
- **Review, Edits & Approval** – This stage of the process is managed by the onshore Helm360 3E SME. Their expertise provides a process of refinement and fine tuning of the test case scenarios prior to the delivery phase. They will provide final validation that the test case meets the need of the customer and is comprehensive in its definition.
- **Delivery** - The Delivery Manager ensures the timely delivery to the Hogan Lovells team for all approved test case scenarios. The Delivery Manager also applies a final review process that ensures continuity in test case quality, consistency and timeliness.
- **Execution Support** – The Helm360 3E SME acts as direct support to the execution team to ensure a successful completion of the execution process.

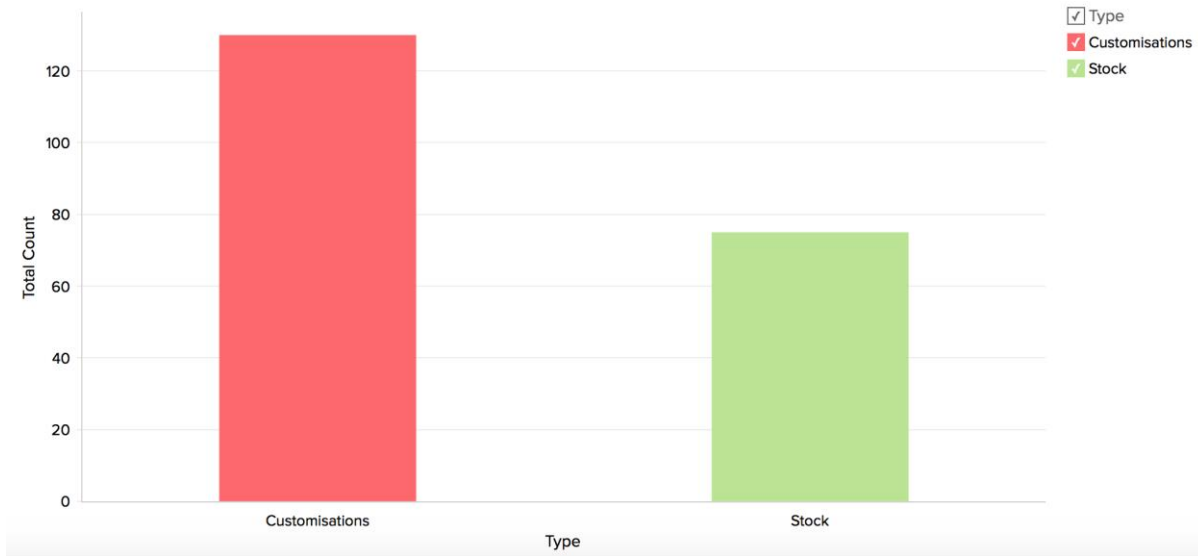
The Hogan Lovells project team, led by Project Director Steve Capon, were hugely supportive of this very review driven strategy. The work stream leads had sight of every test case for review and sign off prior to execution, which enabled further refinement or additions at this crucial stage. Their commitment as an organisation to a comprehensive testing programme, underpinned by a very tightly managed delivery process, ensured a highly collaborative working relationship.

“When delivering a programme of change to a large organization like Hogan Lovells, it can be challenging on the internal project team that are tasked with making those changes a reality. Helm360 has the right skills and experience to help us validate our Elite 3E implementation.

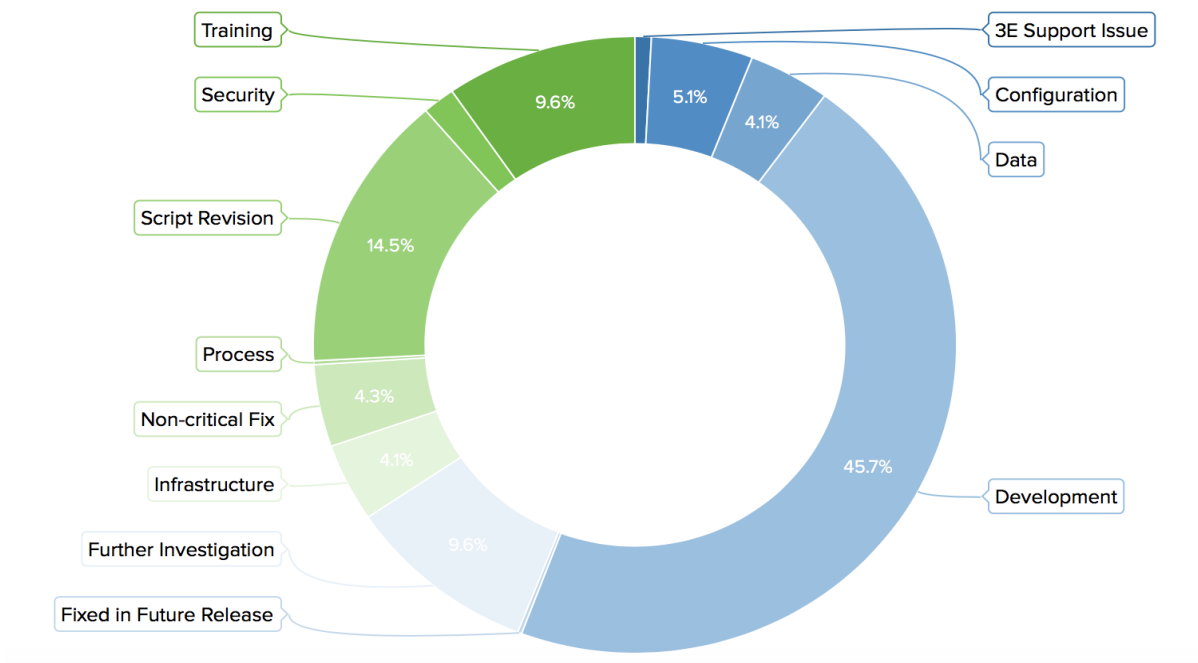
As well as producing a large number of detailed test cases, they were also a key advisor to us on the project and helped ensure that any our setup & customisation decisions would lead to a smooth transition from Elite Enterprise to Elite 3E. Helm360 have helped us identify critical issues well ahead of time, giving us the ability to resolve those issues and move forward.” – Steve Capon, Head of Global Finance Projects, Hogan Lovells.

RESULTS

The Helm360 QA team delivered a total of **205** test cases over a 5 month period comprising of 75 stock cases and 130 test cases for customisations.



The overall count of defects raised from the test case execution totalled 488 and are categorised as follows:



Through the use of thorough and comprehensive functional test cases produced by Helm360 it was possible to identify a high number of custom development issues before general user acceptance testing began. In addition to this, the guidance provided by Helm360's onsite lead was instrumental in quality checking some of the custom development solutions that had been designed to ensure they did not have wider implications to the systems overall integrity from both a data and usability perspective.

This testing process has also allowed the Hogan Lovells team to quickly schedule the development rework to ensure that further testing cycles fit comfortably in the overall project plan.

CONCLUSION

The user acceptance testing phase is typically a critical point of failure on any Elite 3E implementation due to a lack of appreciation of the effort involved to do a thorough job.

By engaging Helm360's independent, experienced QA delivery team, Hogan Lovells have achieved significant success in comprehensively validating the integrity of their "Single Finance System" and identifying defects at a less critical phase of the implementation. These are defects that could have added considerable cost to the project and the wider business at a more advanced phase of the project.

Helm360's QA delivery model is much more than simply the delivery of test cases. It is a comprehensive way to de-risk any 3E implementation by:

1. Providing a truly independent view of system quality both from a standard software and customisation perspective.
2. Sanity checking the design decisions made early in the project lifecycle to ensure they will not negatively impact the user experience or the integrity of the system.
3. Working alongside customers to help validate customisations being designed and delivered by 3rd parties to ensure they truly meet the needs of the business.
4. Providing a scalable but affordable resource pool using our hybrid resourcing model directly reduces the burden on a firm's internal resource pool therefore freeing them up to focus on the core implementation tasks as well as business as usual activity.

Get in touch today to learn more about Helm360's 3E QA Services!



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