

Building a Digital Quality Engineering Excellence Foundation for a Saudi Govt Estb.

Powering innovation through Digital, Data, AI, and Quality Engineering Excellence

CHALLENGES

- Fragmented delivery across transformation, development, and quality functions led to inefficiencies and inconsistent outcomes.
- Growing complexity of applications and technologies increased risk to stability, performance, and time-to-market.
- Lack of a unified governance and innovation model limited scalability, standardization, and continuous improvement.

SOLUTION

- Established 2 platforms of excellence focussed on Quality Assurance and Digital Transformation & Data Analytics
- Rationalized technology stack (from 11 discrete to 6 essential)
- Enabled compliance with NCA, SADAIA, and DGA guidelines
- Established seamless access to Intranet applications through a secure Mobile Application
- Established Quality Assurance practices including Automation & AI enablement of core assurance functions
- Established the core of Innovation Lab to promote evaluation of New & Emerging Technologies with a provision to perform Proof of Concepts

RESULTS

- Reduced TCO by 53%
- TTM improved by up to 70% by adopting Agile practices
- Improved Testing speed by 50%; 80% test cases automated; 95% defect removal efficiency
- Innovation Hub continuously looking at use cases that can be operationalized
- Enabled accelerated decision making by delivering 50 Dashboards depicting 250+ KPIs in real time
- 100% compliance with established policies

The client faced inefficiencies and delivery risks due to fragmented transformation, development, and quality functions, compounded by increasing application complexity and the absence of a unified governance and innovation model. ITC Infotech was chosen for its proven ability to deliver end-to-end digital transformation, establish scalable platforms of excellence, rationalize complex technology landscapes, ensure regulatory compliance, and embed quality, automation, and innovation into a single, integrated operating model.

100% Policy Compliance

TCO 53% ↓ **TTM up to 70%** ↓

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