

CASE STUDY

**Hogan
Lovells**

How HELM360's
QA services reduced
risk during Hogan Lovells'
3E implementation

The logo for HELM360, featuring a stylized white arc above the text "HELM360" in a bold, sans-serif font.

INTRODUCTION

Hogan Lovells is an international law firm with offices on six continents. They needed a highly configurable property management system (PMS) platform that allowed them to manage their global business effectively. The firm chose to create a Single Finance System using Thomson Reuters' Elite 3E platform.

Hogan Lovell's commitment to a structured, comprehensive testing program led them to Helm360, who they hired to deliver a suite of over 200 test cases for both 3E stock processes and custom developments.

“Hogan Lovells 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 while still ensuring a quality solution is delivered to the business.”

– Bim Dave, Helm 360 Executive Vice President

CLIENT
Hogan Lovells

INDUSTRY
Legal

WHY THEY HIRED HELM360

- A highly cost-effective onshore/offshore hybrid delivery model.
- 5+ years' experience testing 3E 2.6, 2.7, and 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 versus repetitive testing cycles.

TEST CASE STRATEGY

The challenge

To deliver a comprehensive set of test cases, we had to demonstrate an efficient, thorough, and well-managed delivery process. A key concern was ensuring Hogan Lovells' work stream leads (WSLs) had visibility of each case for review and sign-off prior to execution. With this in mind, we developed our delivery model.

Our proposed delivery model

Test case creation. A team of eight offshore QA analysts produced test case scenarios, which were peer reviewed internally before being released to the onshore subject matter expert (SME).

Review, edit, and approval. Managed by the onshore Helm360 3E SME, the test case scenarios were refined and received final validation.

Delivery. Our Delivery Manager ensured all approved test case scenarios were delivered to Hogan Lovells' team and applied a final review to maintain quality, consistency, and timeliness.

Execution support. Our 3E SME provided direct support to Hogan Lovells' team to ensure a successful result.

What they thought

Hogan Lovells' Project Director, Steve Capon, and his team were highly supportive of our review-driven strategy. The WSLs' criteria was met, enabling further refinement at this crucial stage. Hogan Lovells' commitment to this comprehensive testing model, underpinned by a tightly managed delivery process, fostered a highly collaborative working relationship.

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

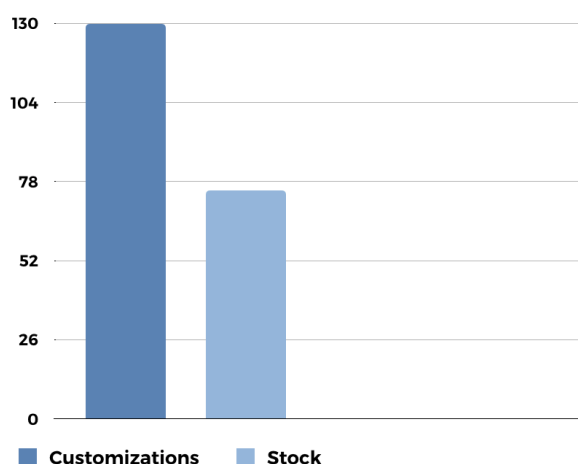
As well as producing a large number of detailed test cases, they were also a key advisor to us on the project and helped ensure that our setup and customization decisions would lead to a smooth transition from Elite Enterprise to Elite 3E. Helm360 have helped us identify critical issues well ahead of time, giving us the ability to resolve those issues and move forward."

– Steve Capon, Hogan Lovells Head of Global Finance Projects

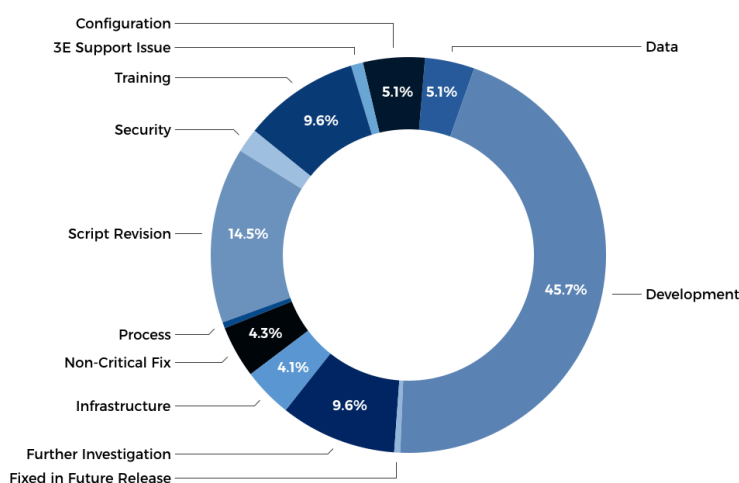
RESULTS

This project took five months to complete. It involved onsite and offsite efforts. Our QA team worked well with the Hogan Lovells team, met all target benchmarks and timelines, and were available to help take the project into its next stage.

Customization test cases vs. stock cases



488 defects in these categories



What we did

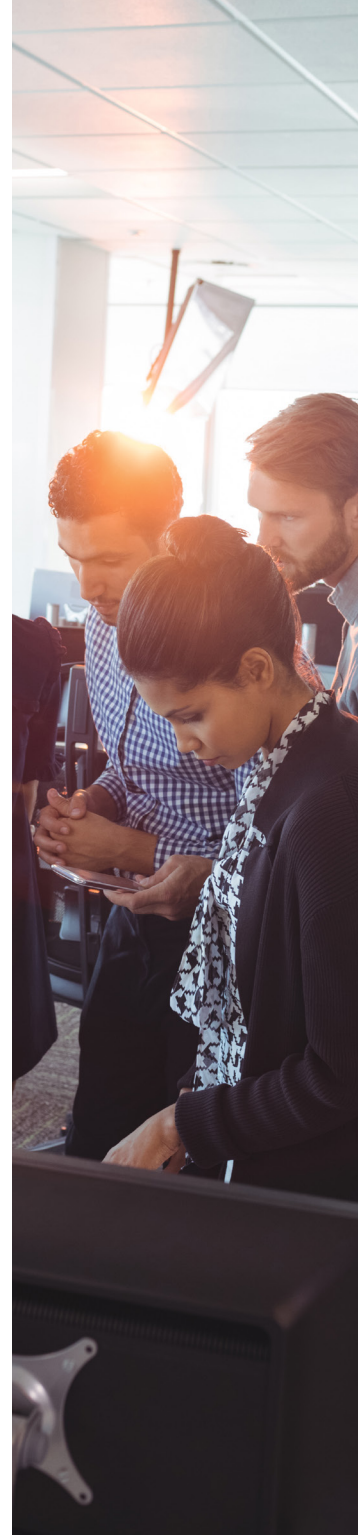
- Our Helm360 QA team delivered a total of 205 test cases over a five-month period comprising 75 stock cases and 130 test cases for customizations.
- Our test case execution found a total of 488 defects.
- Using our thorough and comprehensive functional test cases, we identified a significant number of custom development issues before general user acceptance testing began.
- Our onsite lead was instrumental in quality checking the custom development solutions that were designed to prevent wider implications to the system's overall integrity from both a data and usability perspective.
- Our testing process allowed the Hogan Lovells team to quickly schedule the development rework, making it easy to fit further testing cycles into the overall project plan.

CONCLUSION

The user acceptance testing phase is typically a critical failure point on any Elite 3E implementation. By engaging Helm360's independent, experienced QA delivery team, Hogan Lovells successfully validated their Single Finance System's integrity. They also identified defects at a less critical phase of the implementation, defects that could have added considerable cost to the project and the wider business if discovered at a later stage.

Our QA delivery model is more than test case delivery. It is a comprehensive way to de-risk any 3E implementation by:

- Providing an independent view of your system's quality from both a standard software and customization perspective.
- Sanity checking early design decisions to ensure they don't negatively impact the user experience or the system's integrity.
- Working with you to validate third-party customizations to ensure they truly meet your business needs.
- Giving you access to our scalable and affordable hybrid resourcing model, which reduces the burden on your firm's internal resource pool and allows you to spend more time on core implementation tasks and business activities.



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