



CASE STUDY

GLOBAL LAW FIRM 3E UPGRADE AND QA PROGRAMME

Client: International law firm

Industry/Sector: Law Firm

Client Profile

International law firm with a multi-office global footprint across the UK, Europe, Middle East, Asia Pacific, and the Americas. The firm operates a complex finance and practice management landscape supporting cross-border matters and high transaction volumes.

The firm required a low-risk upgrade of its core financial system while maintaining business continuity and system integrity across regions.



Challenge

The client embarked on a major upgrade of its core finance platform, moving from Elite 3E 2.6 to Elite 3E 3.x. Given the business-critical nature of the platform, the firm needed:

- High confidence in system stability and data integrity
- Validation of customised processes and integrations
- Structured regression, performance, and load testing
- A scalable QA approach aligned to a global firm environment
- Minimal disruption to ongoing operations

Scope of Work

Helm360 was engaged as a specialist partner to design and deliver a comprehensive testing and quality assurance programme.

1) System Discovery

- Analysed the existing 3E environment and customisations
- Reviewed system balance metrics and recent balance sheets
- Identified impacted areas and customised objects
- Produced discovery outputs to guide test strategy and effort sizing

2) Manual QA Testing

- Provision of a comprehensive stock 3E test suite covering end-to-end scenarios
- Development of a tailored customisation test suite aligned to the firm configuration
- Validation and structured error handling processes
- Two structured test cycles with documented outcomes and fixes

3) Test Automation

- Deployment of a 3E test automation tool and libraries
- Automation of regression and smoke testing scenarios
- Creation of reusable automated scripts to support ongoing releases
- Support for the firm's team to execute automated tests independently, where required

4) Performance and Load Testing

- Design and execution of performance, load, stress, and soak tests
- Simulation of real-world usage volumes and peak scenarios
- Monitoring of response times, concurrency, and system behaviour
- Delivery of findings and recommendations for optimisation

5) Delivery Model

- Hybrid remote delivery model for cost efficiency and flexibility
- Dedicated QA analysts, automation engineers, and SMEs
- Structured governance and milestone-based delivery
- Ongoing client execution support and advisory input

Outcomes

Successful validation of the upgraded 3E platform prior to go-live

Reduced risk through structured regression and performance testing

Improved test coverage across standard and customised workflows

Establishment of repeatable QA and automation assets for future releases

Smooth transition into the upgraded environment with controlled risk

Why This Matters

This engagement demonstrates Helm360's ability to support large, globally distributed law firms through complex financial system change. Our structured QA methodology, automation capability, and deep 3E expertise enabled the client to upgrade a mission-critical platform with confidence.

