G- Cloud 14

Service Description : Quality Assurance or Testing Services - BPM Services

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Coforge at a glance

KEY STATS

$1.1 B+
FY24 Revenue Est.

18.0%
Adj. EBITDA Margin
(Q3 FY24)

$974Mn
Executable Order Book
(at end of Q3FY24)

CLIENTS

250+
Clients

10+ years
Average tenure for
Top 10 clients

94%
Repeat client business
(Q3FY24)

61
Forbes Global 1000 clients

PEOPLE

24,600+
Employees worldwide

12.1%
Attrition rate (Q3FY24)

21
Countries

25+
Delivery Centers

Great Place To Work® Certified
JUNE 2023 – JUNE 2024
INDIA

Best Workplaces™ for Women
Great Place To Work®
INDIA 2022

Best Workplaces™ in IT & IT-BPM
Great Place To Work®

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Public Sector

Strong domain coverage in Public Sector that includes Central Government, Local Authorities and Not For Profits across UK, Germany, Australia, US, Singapore, Middle East and India

10+ Years of experience	**30+** IT and Digital transformations delivered for Central and Local governments
50+ Clients served in Europe, Americas, Australia and Asia	**10+** Pega and Salesforce implementations

Data and Analytics	**Digital Process Automation**	**Digital Engineering**
Cloud	**Infrastructure Services**	**Cyber Security**
Cognitive AI	**Business Process Solutions**	**Quality Assurance**

Logos: POST OFFICE, age UK, NSW GOVERNMENT Transport for NSW, Channel 4, HM Revenue & Customs, Ofcom, BRITISH LIBRARY, One Housing Living Better, SLA Singapore Land Authority, The Children's Society, Department for Work & Pensions, NSW GOVERNMENT Planning, Industry & Environment, Alzheimer's Society United Against Dementia, NSW GOVERNMENT Communities & Justice, Melbourne Water, Network Homes, BHEL, GAIL

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Our ESG Ambitions, Pledge and Strategies

ESG Ambition: "Our ESG commitment is to make our planet a better place for all, which is embed in the core pillars that constitute our ESG strategy. We continue to endeavor our actions and activities for climate action, social inclusiveness, community development, and good governance; to be a responsible global citizen, adding value to its stakeholders. Our good governance and business ethics are the cornerstone of our sustainability action and long-term objective."
Sudhir Singh

Our comprehensive ESG strategy and approach towards a responsible and sustainable organization considers both, a long-term objective, as well as short-term implications of our initiatives, activities and business decisions.

Our Commitment and Goals

Reduce Environmental impact

Be Carbon Neutral
by 2030

Be Zero Waste
by 2030

Be Water Positive
by 2030

Drive sustainable supply chain practices

Social Inclusiveness and Development of Communities

Drive holistic well-being, health & wellness of the workforce

Enhance gender parity across the organization

Drive equality and inclusiveness at all levels

Enhance livelihood of communities, through social & community development initiatives

Follow strong ethics and code of conduct

Secure digital assets with Cyber Security

Adhere to strong Code of Ethics

Encourage business partners to adhere with Coforge's ethical standards of business conduct

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Our Technology Partners

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Case Study : Website Transformation to Improve Accessibility and Responsiveness for a Leading UK Knowledge Institution

Business Challenge:
Our client was facing website usability challenges due to outdated legacy code and a complicated user interface, resulting in poor user experience.

Coforge Solution:
Coforge embarked on a transformative journey implementing a headless architecture that significantly improved accessibility and performance. Our strategy involved using Sitecore JavaScript Services (JSS) and React JS, transforming the legacy code into a white-labelled, AA level accessibility compliant website. We also introduced a responsive design and a phased implementation approach, allowing both the new and old websites to run in parallel.

Results:
•Made over 70,000 pages accessible and responsive, benefiting approximately 8 million users annually.
•Improved Website performance by 30-40% with the implementation of Sitecore 9.2 & React 17.
•Established a reusable component library for future use, introducing new productive ways of working to the client's team.

Key Highlights:
Built a modern website adhering to all required performance parameters, which increased daily active users while creating a reusable component library for future projects.

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Case Study: Revolutionizing Data Analytics using Azure Data Platform for UK's Telecom and Broadcasting Regulator

Business Challenge:
The client wanted the ability to research on full datasets rather than sample ones to understand telecom providers' performance. It required ingestion and transformation of large volumes of mobile and broadband data to the tune of terabytes of new data on a weekly basis.

Coforge Solution:
- Set up a centralized Data Platform using multiple PaaS services on MS Azure. This platform enables storage, processing, and consumption of large volumes of complex data from any source.
- Designed and implemented security standards for the data platform, including private endpoints and user access via Azure Virtual Desktops for secure connectivity.
- Automated infrastructure creation using Infrastructure as Code (IaaC) with Terraform and Azure DevOps pipelines.
- Facilitated rapid onboarding of datasets, trained end-users on new Azure data tools, and set up necessary Data Governance processes

Results:
- Dedicated service team trained to manage Service Requests on the Data Platform, which can analyze multi-terabytes of data using Azure data tools with assurance on data security and governance.
- Prompt support on the Data Platform has boosted client confidence in using new technologies.

Key Highlights:
Built a data platform to handle business demand effectively empowering clients to take timely and effective regulatory decisions.

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Quality Assurance or Testing Services - BPM Services

Service Description

Our QA services(Testing services) for cloud BPM are tuned to the technology based testing which facilitates faster rollouts with better quality. Our Testing approach(QA) ensures accurate tracking of processes that are specified by stakeholders. We implement variations on tests to verify alignment using our BPM certified tools and testers.

Features

- BPM Tool-Specific Testing / Testers
- Leverage BPM end-toend processes
- Reduce Testing Time through end-to-end testing

Benefits

- Reduce QA / Testing issues by over 20%
- Cost Benefit - Reduce Testing team by upto 20%
- Tool based / Certified Testers

For more information, please connect.

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