



## Case Study: NSW Government – Enterprise Test Automation as a Service

### **BUSINESS CHALLENGE**

A NSW Government agency identified the need to automate a number of critical business use cases to improve release confidence and reduce manual testing effort across key systems.

Manual validation of these use cases was time-intensive and increasingly unsustainable within evolving delivery cycles. As system enhancements were introduced, regression effort continued to grow, placing pressure on release schedules and quality assurance processes.

#### **The agency required a structured automation capability that would:**

- Automate selected high-priority business use cases
- Reduce dependency on manual regression testing
- Improve consistency and repeatability of test execution
- Provide reliable validation prior to release
- Establish a scalable automation foundation for future expansion

To meet this requirement, Adactin was engaged to deliver **Test Automation as a Service (TaaS)** using Tricentis Tosca, under a managed services construct.

## STRATEGIC SOLUTION

Adactin implemented a structured Test Automation as a Service model to design, develop, configure, and execute automated test cases for the identified business use cases.

### The approach focused on:

1. Establishing a robust Tosca automation framework
2. Designing reusable and maintainable test artefacts
3. Executing automated validation aligned with release cycles

The engagement ensured automation was delivered in a controlled and scalable manner, aligned to the client's quality objectives.

## AUTOMATION FRAMEWORK ESTABLISHMENT

Adactin designed and configured an automation framework leveraging **Tricentis Tosca** to support model-based test automation.

### Key activities included:

- Environment configuration and Tosca workspace setup
- Module creation and object identification
- Test case design using Tosca's model-based approach
- Reusable component development
- Test data configuration and parameterisation
- Reporting and execution configuration

### The framework was designed to:

- Enable modular and reusable test components
- Simplify maintenance through model-based updates
- Support efficient regression execution
- Allow future scalability as additional use cases are identified

This foundation ensured long-term sustainability of the automation capability.



# WORKFLOW AUTOMATION DEVELOPMENT

Adactin collaborated closely with business and technical stakeholders to translate business use cases into automated test scenarios.

## Activities included:

- Business process analysis and decomposition
- Test scenario design and mapping
- Development of automated test cases within Tosca
- Data-driven configuration
- Validation of end-to-end process flows

Automation coverage focused on critical transactional paths and high-risk areas to maximise impact and value.

All scripts were developed with maintainability and reusability in mind, ensuring efficient ongoing support.

# AGILE DELIVERY AND MANAGED SERVICES MODEL

The engagement was delivered under Adactin's Managed Services model, providing the client with dedicated automation expertise without the need to internally build specialist capability.

## Adactin provided:

- Tosca automation specialists
- Test analysts for business use case translation
- Ongoing script enhancement and optimisation
- Execution management and coordination
- Structured reporting and stakeholder updates

Automation development and execution were aligned with release cycles to ensure timely validation prior to deployment.

# INTEGRATION INTO QUALITY GATES

As part of the engagement, automated test cases were incorporated into the client's testing lifecycle to strengthen release governance.

## Automated execution enabled:

- Repeatable validation of critical business scenarios
- Early identification of regression defects
- Improved release readiness assessments
- Reduced risk of production defects

This integration improved confidence in system stability and enhanced overall quality control mechanisms.

# REPORTING AND QUALITY VISIBILITY

Adactin implemented structured reporting processes to provide stakeholders with clear insight into automation outcomes.

## Deliverables included:

- Execution reports detailing pass/fail outcomes
- Defect identification and tracking support
- Regression coverage summaries
- Traceability between business use cases and automated scripts

This enhanced transparency and supported informed decision-making during release planning.

## BUSINESS OUTCOMES

The Test Automation as a Service engagement delivered tangible operational improvements.

### 1.Reduced Manual Testing Effort

Automation of selected business use cases significantly reduced repetitive manual validation activities.

### 2.Improved Consistency and Repeatability

Model-based automation ensured reliable and standardised execution across releases.

### 3.Enhanced Release Confidence

Automated validation strengthened pre-release assurance and reduced regression risk.

### 4.Scalable Automation Foundation

The Tosca-based framework provides a platform for expanding automation coverage in future phases.

### 5.Sustainable Managed Capability

Through the TaaS model, the agency gained access to specialist automation expertise without increasing internal resource overhead.

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Adactin is a leading global IT consultancy headquartered in Australia, specialising in Microsoft Solutions, Quality Engineering, Cloud Intelligence (AWS), and AI-powered Digital Engineering. With a strong presence across the APAC region, our expert consultants deliver enterprise-grade solutions that empower businesses to innovate and grow.

Trusted by government and enterprise clients alike, Adactin holds multiple multi-year panel contracts and has earned a reputation for excellence, reliability, and results. We are committed to helping organisations achieve operational efficiency, elevate customer experiences, and drive sustainable growth through smart, scalable technology solutions.

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