Case Study

Wings of assurance

Delivering seamless omnichannel airline experiences through accelerated regression testing

Summary

Sonata enabled a leading US airline to achieve consistent and seamless customer experiences across channels by optimizing regression testing and meeting demanding QA goals. Through advanced automation frameworks and intelligent regression strategies, Sonata helped reduce testing time and cost by targeting a 30% reduction within 6 QA cycles.

Client Overview

A premier airline in the United States with complex, multi-channel passenger reservation systems and ancillary services enhancing customer experience.

Pressure Points

The airline needed to rapidly innovate while maintaining the stability of the existing legacy applications. Consistency across web, mobile and call center channels, along with dynamic changes in ancillary services, required a robust yet agile testing approach.

Solutions

Sonata introduced intelligent automation and testing strategies to ensure stable delivery across systems while optimizing test coverage and effort. Custom frameworks, code change-logs-based test scope optimization and behavior-driven development improved QA outcomes and accelerated delivery.

Implemented behavior-driven testing with JBehave for acceptance criteria validation	Mapped code change logs to minimize regression test scope	Used burn-up charts to motivate teams and track progress
Leveraged ALM tools for evidence-based bug reporting	Developed UFT-based automation scripts using customized TCoE framework	

Results that Speak Volumes

Improved test efficiency and faster QA cycles	Minimized rework and the need for defect triage meetings	Maintained service quality despite frequent updates to ancillary services	Accelerated automation alongside functional releases