

*ISG Provider Lens™

An AI-Driven,
Outcome-Focused
Approach Empowers
SLK Software's
Clients to Achieve
Measurable Results for
Quality Engineering

JANUARY 2025 | BRIEFING NOTES



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Executive Summary

SLK Software's quality engineering (QE) team has established a robust foundation for delivering cutting-edge quality assurance (QA) services, aligning with industry trends such as AI and automation. Over its 25-year journey, the team has proactively adapted its service offerings to meet client expectations, facilitating an outcome-based approach emphasizing measurable business value. By integrating advanced technologies, SLK Software enhances efficiency and precision in software testing, positioning itself as a holistic provider of end-to-end QE solutions. The firm's comprehensive services portfolio spans multiple facets of testing, including intelligent product testing, automation, security and performance, directly addressing unique client requirements through client-centric strategies. By leveraging deep industry expertise, the QE team crafts tailored strategies that align with specific business objectives and foster collaborative communication among stakeholders.

SLK Software's implementation of value stream management methodologies aims to refine

processes, eliminate bottlenecks and enhance operational efficiency. Its commitment to improvement is evident in the company's adherence to Agile methodologies and data-driven testing approaches. Notable achievements include significant reductions in defect slippage and cycle times, a testament to its innovative practices. With a strong emphasis on AI-powered tools, such as the generative AI (GenAI) test accelerator for automated code generation, the company accelerates the software development lifecycle while maximizing return on investment.

In summary, SLK Software's dedication to outcome-driven solutions, anchored in advanced automation and AI technologies, empowers organizations to achieve superior software performance, enhanced reliability and heightened customer satisfaction, solidifying their portfolio and competitive strengths in QE.

Briefing Notes

The leadership of the quality engineering team from SLK Software briefed ISG analysts. The business leads alluded to the company's journey since its inception for QE and continued focus on aligning with the industry expectations. The team has been ahead of time in understanding the industry nuances for QE and adjusting the portfolio offerings and delivery approaches to meet the expectations of its clients. The analysts were briefed on outcome-based approaches and AI-led QE that deliver significant results for clients.

SLK Software presents a strong foundation for QE services, emphasizing key trends in quality engineering, including the adoption of AI and automation. It offers a comprehensive services portfolio and demonstrates a client-centric approach. SLK Software's QE services align strategically with industry demands, offering a robust foundation for delivering high-value outcomes. Integrating AI and automation underscores its commitment to innovation, streamlining processes, enhancing efficiency

and improving testing precision – critical differentiators in today's competitive landscape. With a comprehensive services portfolio spanning test planning, execution, automation, performance, security and beyond, SLK Software positions itself as a holistic provider for end-to-end QE needs. Its deep industry expertise enables tailored strategies that address specific business objectives, leveraging domain knowledge to drive impactful results.

With varied expertise in QE, SLK Software offers a broad portfolio of services, including intelligent product testing, nonfunctional testing, test transformation, value stream management and GenAI-based testing. Its strengths in QE services are characterized by a comprehensive array of testing offerings, including functional, performance, security and automated testing, which ensure end-to-end QA. The company demonstrates significant expertise in test automation, utilizing contemporary tools and frameworks to enhance efficiency and product quality. SLK Software embraces Agile methodologies, facilitating continuous testing and



integration that fosters collaboration between development and QA teams. The workforce comprises skilled quality engineers and testers with diverse backgrounds, allowing them to address various technological domains. Moreover, the workforce is committed to continuous improvement, leveraging past experiences to refine processes and deliver superior outcomes. With a client-centric approach, SLK Software prioritizes understanding unique customer requirements and tailoring solutions accordingly. Strong collaboration among all stakeholders, including developers, testers and business analysts, ensures effective communication and alignment throughout projects. Adhering to industry standards and best practices reinforces its focus on compliance and quality. Implementing data-driven testing leverages analytics to inform quality decisions, identify bottlenecks, and monitor process effectiveness, positioning SLK Software as a leading QE firm that delivers tangible results for clients.

Across the 25-year experience of the QE team, SLK Software has been focused on outcome-driven approaches for clients delivering measurable business value. The company helps organizations achieve superior software performance, reliability and customer delight by prioritizing end-user satisfaction and aligning quality initiatives with strategic objectives. QE processes include defining clear, measurable quality goals linked to business outcomes, optimizing testing efforts through rigorous risk assessment and deploying advanced automation technologies such as AI and ML. Real-time monitoring and regular reviews facilitate ongoing enhancements, driving faster time to market, improved software quality and heightened customer satisfaction. SLK Software's outcome-focused QE approach empowers businesses to deliver impactful solutions.

SLK Software approaches applications with a value outcome testing approach to ensure high-quality adherence across QA. Implementing value stream management through methodologies such as value stream mapping enables the company to effectively analyze and refine clients' processes for maximum efficiency. By distinguishing between value-added and non-value-added time across the process, teams can identify inefficiencies, eliminate bottlenecks and optimize workflows to reduce delays and rejection rates. This structured

approach supports value stream design and planning, fostering collaboration to streamline operations and improve overall process performance. Key enablers for this approach include continuous testing, underpinned by automation, to accelerate cycle times and deliver rapid, actionable feedback and DevOps tool integration, which ensures seamless, end-to-end automation throughout the development lifecycle. Establishing end-to-end traceability through robust reporting and dashboards also gives stakeholders real-time visibility into quality metrics, enabling data-driven decision-making. Together, these strategies empower organizations to enhance product delivery, drive continuous improvement and achieve strategic business outcomes.

AI-Led Quality Assurance

SLK Software's AI-powered software development lifecycle (SDLC) framework significantly enhances operational efficiency and speeds up software development processes. The firm offers automated test case generation by leveraging advanced technologies for QA. It optimizes the creation of test cases and test scripts, ensuring they are effective and precise. SLK Software's comprehensive solution encompasses automated test execution and intelligent regression testing, which collectively streamlines QA and reduces the time to market. Utilizing a combination of its proprietary tools and selected third-party solutions, the firm offers an integrated approach that empowers teams to deliver high-quality software rapidly while minimizing resource expenditure and maximizing return on investment.

SLK Software's GenAI test accelerator harnesses GenAI's capabilities to streamline the transformation of meticulously groomed user stories into automated code snippets, thereby enhancing the testing processes. This comprehensive approach encompasses generating detailed test cases, automating the code generation workflow and enabling an efficient CI/CD pipeline for seamless validation of builds. The tool also facilitates exploratory testing, further enriching the testing scope. This strategy aims to implement proactive testing measures within the sprint automation framework, significantly saving time and



effort – an estimated reduction of approximately 40 percent in automation scripting efforts – leading to increased efficiency and productivity in the software development lifecycle.

Case Study

A prominent U.S. insurance client engaged SLK Software to modernize its QA processes, focusing on automation-driven Agile methodologies to accelerate test outcomes as part of its transition to DevSecOps. This partnership was imperative for addressing pressing challenges such as low testing coverage, which was heavily dependent on manual resources and resulted in increased defect slippage into production. The client also faced issues with unstable testing environments and inconsistent QA approaches across various business lines, further complicating the process. A lack of thorough documentation also led to a significant reliance on individual resources for critical system knowledge.

The client implemented strategic initiatives through SLK Software's expertise that delivered measurable benefits, including reduced test cycle times and increased continuous release frequency. Importantly, the defect slippage rate was significantly lowered to one percent from 12 percent. Key actions included a comprehensive assessment of the existing QA ecosystem, establishing standardized and repeatable practices and setting up an independent QA function dedicated to foundational services. Automation was applied to core applications to achieve near-full automation that supported continuous testing and aligned with DevSecOps principles. Furthermore, SLK Software facilitated the introduction of automation-assisted documentation and a holistic knowledge repository, enhancing knowledge

transfer and reducing reliance on individual expertise. This transformation mitigated risks and positioned the client for sustained high-quality output in a rapidly evolving market, promoting a culture of continuous improvement and customer-centric innovation.

Impact and Guidance

At SLK Software, the QE team provides outcome-driven solutions that deliver tangible business value to clients. By prioritizing end-user satisfaction and strategically aligning quality initiatives with business objectives, the firm empowers organizations to achieve outstanding software performance, enhanced reliability and increased customer satisfaction. Its QE framework establishes clear, quantifiable quality objectives intricately linked to specific business outcomes. Through comprehensive risk assessments and the application of advanced automation technologies such as AI and ML, the firm streamlines testing efforts and realizes 30-40 percent efficiencies.

SLK Software maintains defect rates at less than one percent, utilizing intellectual-property-driven and outcome-focused approaches.

Integrating AI and automation boosts operational efficiency, refines processes and enhances testing accuracy. The emphasis on Agile methodologies facilitates continuous testing and integration, fostering collaboration between development and QA teams.

SLK Software's outcome-focused AI-led QE strategy equips businesses with the tools to deliver impactful solutions that drive success, thereby realizing continuous improvements, reduced time to market, superior software quality and increased customer satisfaction.

Associated Insights

[Next-gen ADM Services ISG Provider Lens™ Study 2024](#)



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Akhila Harinarayan is the Manager and Principal Analyst, and the lead for ISG Provider Lens™ studies focusing on Next-gen Application Development and Maintenance (ADM) and the SAP Ecosystem. She has more than 15 years of experience across research and consulting, with expertise in advisory, thought leadership, and strategy. She co-leads the ISG Star of Excellence™ program. She leads the CX Insights publications associated with ISG Star of Excellence™ that detail the client experience of working with service providers. She has advised multiple firms on their growth and strategy across her areas of expertise. She has authored many thought leadership papers, presented at conferences and webinars, published in journals, devised go-to-market strategies, developed strategic roadmaps, and worked with multiple industry stakeholders.





Summary Facts



Headquarters

Bangalore, India



Revenue

Privately Held



Markets

U.S., Europe and APAC



Industry groups

Banking and financial services, insurance, manufacturing and fintech



Services

Digital Enterprise & Experience, Data & Analytics, AI Platforms Solutions & Services, Digital Operations, Quality Assurance, Intelligent Infrastructure and Integrated Managed Services





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