

# World Quality Report

## The Middle East

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### Summary

- A centralized team structure is currently more popular in the Middle East. Test automation and business domain testing are part of decentralized teams.
- Automation is slow in the region right now, but 69% respondents say that they expect an increase in automated test case design in the coming years.
- Cloud-based testing is gathering pace. Forty-eight percent of respondents currently use the cloud for functional testing.

The **WQR 2018-19** states that testing and QA follows a traditional approach in the Middle East. Centralized teams call the shots. Seventy-one percent of business domain-based testers are still organized in central QA organizations, which is higher than the global average of 60%. Furthermore, 56% of test automation is also a part of a centralized organization. As a result, agile and DevOps have yet to become a major force.

An interesting aspect of testing and QA in the region is that companies are not the first to experiment with new processes or technology, but rather, are early adopters. Although budget is not a constraint in the region, companies want to see how mature markets fare with digital before adopting such technologies. Thirty-three percent of respondents

say that increased inefficiency of test activities is the most important factor for driving budgets. This is higher than the global average of 25%.

Artificial intelligence (AI) and machine learning (ML) are also coming up in the region, but require more time to mature.

### Traditional practices holding strong

Centralized team structures are more popular in the Middle East. The reason for this is simple. Sixty-five percent of respondents in the region say that a “lack of a good testing approach that fits with the agile development method” is a challenge in applying agile. This is significantly higher than the global average of 41% and clearly highlights an inclination towards waterfall models in the region.

When asked about who conducts testing activities, 41% of respondents say that test activities are mostly performed by a test professional. This is higher than the global average of 31% and indicated slow adoption of agile, DevOps, and continuous testing.

## More scope for automation tools

Automation has yet to pick up pace in the region. Companies rely more on manual testing due to their preference for traditional testing practices. Twenty-six percent of respondents say that poorly defined project requirements make it difficult to decide the right test scenarios.

Furthermore, 33% respondents say that lack of automation tools makes multi-channel testing for customer applications a difficult task. This is higher than the global average of 20%, and highlights the lack of automation in the region.

But with automation fast becoming a global trend, companies in the Middle East are starting to show interest. Experts say that they expect an increase in automation in specific areas. Sixty-nine percent of respondents say that they expect an increase in automated test case design, and 64% foresee an increase in automation for predictive analytics to identify the potential risk areas.

## Cloud visible but only in few areas

An existing legacy infrastructure means that the cloud is moving at a slower pace in the region. However, a few companies are shifting to the cloud for their infrastructure-related needs. Financial companies in the region will drive more demand for cloud services to stay more competitive.

An interesting number to consider is the number of respondents using cloud services for functional based testing. Currently, at 48%, this number should go up in the coming years, as mobile banking applications drive higher demand for cloud services.

Experts suggest that there is also demand for specialized testing of cloud-based services because these reside on third-party servers. Fifty-four percent of respondents say that they pay special attention to security requirements and risks to test cloud-based or third-party services.

## Legacy testing is a big pie

The Middle East relies heavily on legacy enterprise resource planning (ERP) infrastructures. This creates demand for testing ERP-based solutions. Thirty-seven percent of respondents say that they use cloud-based environments for testing core packages like ERP, financial systems, etc.

As a result, integration testing becomes important to ensure that the processes are compatible and work together as a system. However, 57% respondents say that they lack test data for complex integration testing across systems and organizations.

## Growing interest in making machines learn

The Middle East is taking small steps towards AI and ML. Although, budgets are not an issue, there are not enough use cases to invest in AI. That said, a few companies are exploring ML. These early adopters are interested in learning algorithms and test cases required for self-learning machines. For the region, AI will open-up new opportunities, mostly in the financial services sector.

To summarize, the Middle East is still holding on to traditional testing practices and team structures. Centralized testing teams are still prominent in the region, as is an emphasis on cost metrics for testing and QA.

However, experts say that the region will catch up with agile testing practices, keeping pace with the global trend. The region is an early adopter and experts feel that companies will move toward more decentralized structures and employ more automation tools. Time to market and quality will also drive new metrics to measure testing efforts.



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