



Quality Engineering & Assessment for a Global Hospitality Brand



We worked with a global leader in the travel and hospitality sector that supports thousands of customers and properties worldwide. As their footprint expanded, their existing systems struggled to keep pace. Limited internal bandwidth and gaps in test automation made it increasingly difficult to maintain quality at scale. They needed a dedicated expert team that could not only stabilize performance but also drive continuous enhancement of their core application.



Travel &
Hospitality

9000+
Employees



Quality Engineering,
Test Automation &
DevOps Integration

1. Overview of Project

One of the world's largest vacation ownership and resort companies wanted to enhance their booking and reservation management. The company's proprietary **Clarity Reservation System (CRS)** manages the reservation lifecycle for thousands of resorts across geographies. The system's integrated, real-time data came from **sales, marketing, and inventory** operations.

As the business scaled, release cycles grew shorter while the product footprint expanded. **Manual testing** and **fragmented automation** frameworks became bottlenecks. This led to delays in **test delivery** and **release readiness**. To address this, the company partnered with **Myridius** to ensure their system remained efficient and performed well with our **quality engineering** expertise.

The goal was not only to automate testing, but also to **transform** this into a core capability that enabled **agility, reliability, and confidence** in every deployment.



2. The Challenge

Fragmentation, Complexity, and Testing Bottlenecks

The client's quality assurance process was limited by a combination of **legacy frameworks**, **manual dependencies**, & **disjointed testing pipelines**. As the reservation system evolved, the QA teams struggled to maintain test consistency across new feature **releases and environments**.

Key Pain Points

During our initial interactions and further analysis of their system, we were able to discover the challenges with the environment and how they shipped new features.

1

Limited Automation & Coverage

A large portion of regression testing was executed manually, leading to long test cycles, higher defect leakage, accumulated technical debt, and inconsistent quality.

2

Siloed Data & Test Assets

Test data existed across multiple repositories and spreadsheets. Without a central structure, test data maintenance was cumbersome & reusability was minimal.

3

High Execution Time & Static Waiting Period

Selenium-based automation relied on fixed timeouts, extending test execution time and causing frequent false negatives due to dynamic UI behavior.

Evolving Application Complexity

As the Clarity system added modules for dynamic pricing, partner APIs, and loyalty programs, maintaining test stability across branches and versions became an operational challenge, leading to the following issues:

1

LONGER
QA cycles

2

SLOWER
time-to-market

3

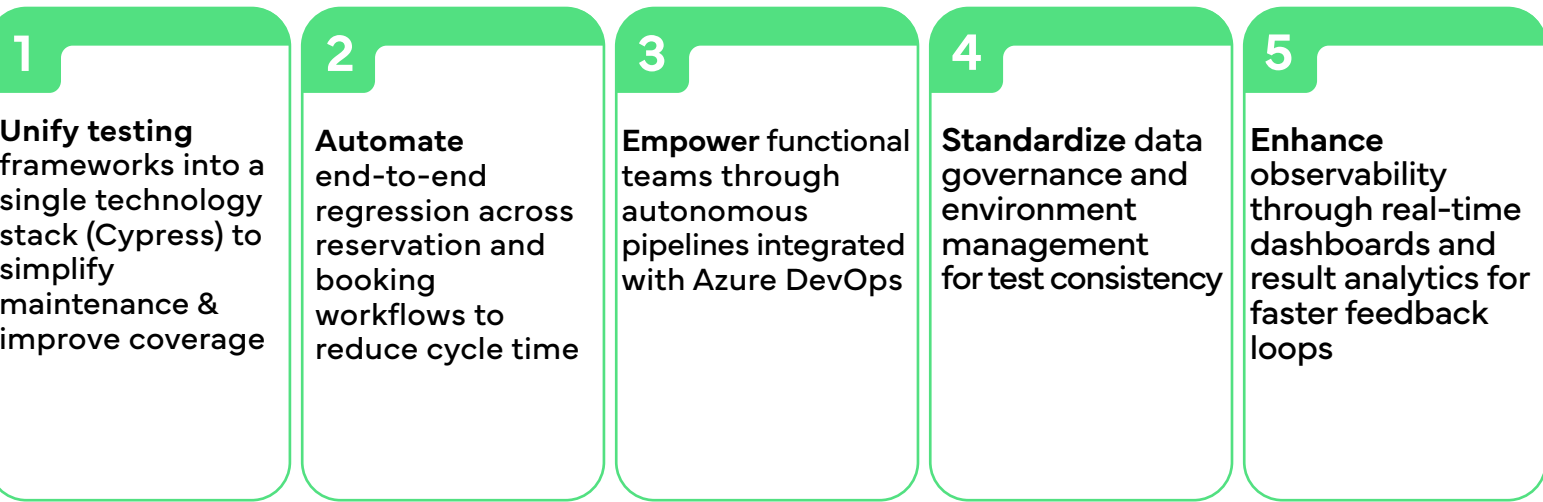
GROWING friction
between testing
and development

3. From Problem to Blueprint

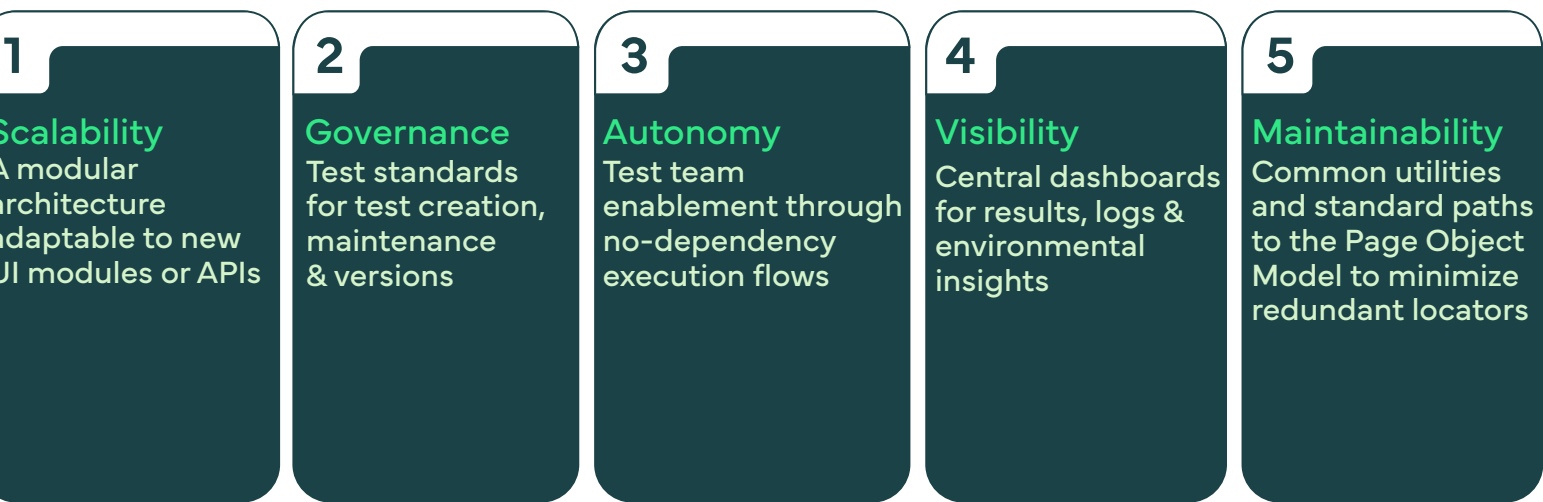
A Strategy for Continuous Quality

As we started working, our team began the engagement by conducting a deep discovery assessment. We analyzed the existing frameworks, environment configurations, pipeline workflows, and team practices.

Strategic Vision The objective was to define a unified quality engineering architecture capable of scaling with the brand’s modernization roadmap.



Discovery Insights Our QA architects discovered that while automation existed in pockets, there was no cohesive framework governing test creation, data usage, or reporting. To fix this, we proposed a Quality Engineering Framework built on five pillars:



4. The Solution

Building a Centralized Automation Ecosystem with Cypress

With this blueprint in place, Myridius engineered a robust automation framework using Cypress. This was chosen for its speed, simplicity, and native JavaScript capabilities that aligned with the client's modern web stack.

The project unfolded in three structured phases, each adding measurable value.

Phase 1 Foundation & Framework Modernization

Myridius migrated more than 150 high-priority test cases from Selenium to Cypress, and the key innovations included:

Dynamic Wait Logic

Eliminated static timeouts by implementing conditional waits based on element availability, reducing test execution time by up to 40%

Reusable Test Data Utilities

Automated data creation using variables in test scripts, allowing functional teams quickly to generate and manipulate test data without engineering intervention

Centralized Repository Design

Introduced a unified folder hierarchy with standardized JSON configurations for data and environment settings, improving maintainability

Phase 2 Integration & Continuous Testing Enablement

The new framework was integrated into the client's Azure DevOps (ADO) pipelines. Thanks to this, the teams were able to:

Trigger **automated test runs** directly from ADO without requiring command-line operations

Select **runtime variables** such as environments, datasets, or browser configurations dynamically

Access **consolidated results** and logs within the same DevOps dashboard

Phase 3 Optimization & Governance

Myridius implemented a "Validation rule" that reran unstable UI tests, stabilized UI locators until passing, then merged them into the main branch. This process strengthened test reliability and reduced false positives, all of which led to measurable improvements, such as:

Cross-tab Navigation Workarounds

We addressed Cypress's multi-tab limitation through custom URL manipulations and lightweight HTML tweaks

Enhanced Debugging & Logging

Our team standardized logs across environments and introduced error snapshots for failed cases, enabling faster root-cause analysis

Quality Governance Model

We established review workflows, coding standards & test asset version control aligned to Myridius' best practices

Collaboration & Upskilling A key success factor was Myridius' collaborative delivery model. The QA team worked as an embedded extension of the client's own engineering team.

1

Upskilling & Knowledge Transfer

Myridius trained client QA engineers on Cypress & modern automation practices, enabling long-term self-sufficiency

2

Iterative Delivery

Continuous feedback loops were built into each sprint to align framework evolution with product releases

3

Hybrid Governance

Myridius architects guided framework enhancements while client teams managed daily test execution, reporting

This partnership ensured a sustainable capability build rather than a single implementation.

5. Results

Measurable Improvements Across Quality & Speed

Within months, the modernization initiative delivered tangible business and operational impact.

METRIC	OUTCOME	IMPACT
Automation Coverage	Migrated and expanded to 150+ critical reservation scenarios	Improved regression reliability & reduced manual effort
Execution Efficiency	Test runtime reduced by 40% through dynamic waits and optimized scripts	Faster QA cycles and quicker release readiness
Functional Team Autonomy	Autonomous execute pipelines directly via ADO with real-time analytics	Reduced dependency on automation specialists
Code Maintainability	Unified Page Object Model and reusable utilities	Lower maintenance cost and easier scalability
Pipeline Stability	Rerun and fix mechanism increased pass rates and pipeline resilience	More consistent and dependable deployments
Quality Visibility	Centralized dashboards and standardized logs	Improved issue traceability and team collaboration

Beyond metrics, we helped the client's QA department become a **center of excellence** for test automation, with the ability to scale confidently alongside business expansion.

6. The Myridius Edge

Myridius brought together its proven experience in enterprise-grade quality engineering along with deep domain expertise in hospitality to transform how the client approached testing & release assurance.

By applying structured architecture principles, automation frameworks, and DevOps alignment, Myridius was not only able to deliver more than just solving a technical challenge but also bring in an operational shift geared toward continuous quality.

Key Differentiators in Delivery

Today, Myridius continues to partner with the client as their trusted quality engineering advisor. We support their new enhancements in performance testing, API validations & AI-driven test optimization.

1

Architecture-driven approach to Quality Engineering

2

Seamless collaboration across global QA and development teams

3

Integration of data-driven insights into testing dashboards for ongoing optimization

7. Ensure Top-notch Platforms with Quality Engineering by Myridius

Through a combination of architectural clarity, modern automation, and deep collaboration, Myridius helped one of the world's leading vacation ownership companies to modernize its QA efforts.

The project not only accelerated release cycles and improved system reliability but also established a repeatable model for continuous quality across the enterprise.

With this transformation, the client gained:

1

FUTURE-READY
testing foundation built on automation and intelligence

2

FASTER RELEASES
backed by consistent quality metrics

3

EMPOWERED TEAMS
capable of maintaining & expanding automation independently



If you are looking for such
transformations in your
business, talk to our client
support team to learn how
we can **work together**



Book a
Meeting
Today!



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About Myridius

Myridius, formerly RCG Global Services has been at the forefront of helping enterprises transform through technology. Today, we are shaping the next era of digital engineering—an AI-native era where success is defined not by scale alone, but by speed, intelligence, and measurable business outcomes. Myridius brings together deep domain expertise, modern engineering, and AI-first innovation to help organizations move beyond experimentation and achieve real impact. We partner with clients in Financial Services, Healthcare, Travel, and Manufacturing to modernize core systems, unlock data-driven insights, and create new digital business models that drive growth and resilience. Anchored in more than 50 years of industry heritage and powered by a future-focused mindset, Myridius is the partner of choice for enterprises seeking to reinvent themselves with confidence—delivering not just digital transformation, but business transformation at scale.

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