

CASE STUDY \ \ QUALITY ASSURANCE AND TESTING

BA360 Delivers Business Assurance Solution



BACKGROUND

This case study examines a US-based Client Enterprise in operation since the late 1990s. Their desktop and server-side virtualisation products and services drive the Client Enterprise's business, in addition to their backup and Cloud management offerings. They employ nearly 20,000 staff, boast an annual revenue of \$6 billion+ USD, and are a virtualisation solution trailblazer known for their products' usability and robustness.

MANAGED TESTING SERVICE

Engagement

The Client Enterprise provides IT solutions and options to a broad market, so it is imperative to their customers that the company's operations run smoothly and reliably. Their existing, third-party testing solution was at an end, requiring them to identify an alternative.

Test Design previously required a relatively high number of expert staff to manually implement the necessary processes, which, unfortunately, were not reusable for later testing. This resulted in a higher-than-ideal cost of ownership. Despite the man-hours required, test cycles still took longer than was ideal for growing business demands. The Client Enterprise sought the means to improve their ability to deliver a quality product in a secure, timely and cost-effective manner, an outcome the replacement solution would need to address. An end-to-end testing strategy was called for to provide both quality improvements and better coverage.

Action

Remaining competitive in the Client Enterprise's market means doing more than keeping pace; it required consistently driving new opportunities and course correction to fit this goal. As such, the new, innovative solution would have to serve the same needs and demands its predecessor fulfilled, and also improve upon and surpass previous benchmarks. The Prolifics Testing Business Assurance methodology would test the company's in-house financial and order fulfillment systems in an efficient and effective manner aligned with the Client Enterprise's goals.

Challenges

The process of switching from the Client Enterprise's previous testing solution to the more efficient and effective Business Assurance methodology faced a critical challenge of an immutable deadline that was three weeks shorter than originally scoped. Despite having less time than originally planned, it remained imperative that Prolifics complete the transition successfully and smoothly. This objective was immediately further challenged by the unexpected absence of team members during this time.

The typical concerns of manual Test Design and lack of awareness of business outcome needs were among the obstacles Prolifics' Business Assurance team had to surmount. These conditions prevented lessons learned during testing from being integrated into real-time Test Design processes. The need to account for the Client Enterprise's multiple Cloud and custom, in-house systems posed yet another challenge Prolifics Testing would need to innovate an answer for.

Results

Our testing division prepared the solution to be rolled out within the presented timeline to meet the Client Enterprise's quality and Business Assurance needs. Within this window, Prolifics Testing would have to automate the test life cycle, prepare the Test Design, and test the data, execution, and validation of the affected systems.

The deadline was not the only challenge posed by the Client Enterprise, however. our Test Design and Test Automation experts had to implement the new solution while still meeting the Client Enterprise's defined performance and quality objectives. To do so, Prolifics Testing worked with the company's QA Management team to determine what these goals were and how the provided solution could match (and surpass) them effectively.

The Client Enterprise's Business Assurance solution was designed, delivered and executed within the defined time frame. In fact, the Prolifics team delivered two weeks ahead of the already shortened deadline due to the Test Design and Test Automation implemented with the BA360 toolkit, despite obstacles such as the shorthanded team. Prolifics' innovative implementation of the BA360 toolkit and Business Assurance methodology met and exceeded the company's testing requirements.

The solution matched the immediate IT specification, but also took a Business Assurance approach that aligned testing to the Client Enterprise's overall business objectives and was capable of adjusting to these goals during development.

BA360 Toolkit Streamlines, Informs & Enables

The Business Assurance methodology incorporates a dashboard and headsup display within the BA360 toolkit to provide insight into the solution's ability to adapt to the Client Enterprise's continually changing needs and requirements. This enables the BA360 toolkit to learn from previous test cycles, making future testing more effective by presenting relevant, real-time data, in a format that is both current and understandable.

Immediate access to crucial data during testing enables improvements and adjustments on the fly to avoid previous mistakes, enhancing the solution design and implementation in the process.

Additionally, the BA360 toolkit links the business processes and applications, outputting an insightful heat map of the Client Enterprise's systems, to align their business outcomes and testing approach. This produced more extensive, higher quality testing coverage compared to their previous solution's results and the overall market expectations. The BA360 layer of the Business Assurance framework provided automated Test Design capability—the first of its kind—essential to this outcome. Furthermore, the BA360 toolkit serves as a central repository for all testing and application information. This enables the Client Enterprise to use the acquired knowledge and capacity for predictive analysis to compensate for on-going changes to deployed technologies and further integration mandates, while continuing to learn.

Reduces Expenses & Boosts Effectiveness

Because Prolifics' Business Assurance methodology can be implemented faster, more intuitive and evolves with testing requirements, it has reduced the number of subject matter experts (SMEs) and other resources required for future testing. This has resulted in improved confidence in the Client Enterprise's capabilities, a Business Assurance outcome that passes savings on to customers while also increasing staff morale.

The Client Enterprise now enjoys a valuable advantage in the market utilising the BA360 automated Test Design tool with the ability to reuse data from previous test cycles. In just four days, they can now generate 1,500 test cases that are aligned with their business objectives. Previously, the Client Enterprise required between 750 to 1,500 hours to develop 1,500 test cases, and these test cases did not have the same coverage as is now possible. The scope of testing has improved significantly to 99% system coverage, contributing to 99%+ in defect removal efficiency (DRE).

This resulted in zero post-production defects, whereas 5% to 10% is typical of other testing solutions, including the solution the Client Enterprise previously deployed.

Our Business Assurance Solution Keeps Improving

One of BA360's greatest strengths in the Business Assurance methodology is its ability to evolve to deliver better automated Business Assurance and testing processes. The Prolifics testing team envisions a future version of the BA360 toolkit that will include an artificial intelligence (AI) component to incorporate predictive analytics. By continuing to support the Client Enterprise's need to adapt to hardware and market changes, the BA360 toolkit is itself adapting. This process enables it to demonstrate its value to the company and, inclusive of the Prolifics Business Assurance managed services, deliver measurable results.

Moving forward, Prolifics continues to provide on-going support for the Client Enterprise's Business Assurance and Managed Services Testing solution. There is also an on-going dialog between Prolifics and the Client Enterprise regarding requests for new features within the BA360 toolkit.

This exchange will help the Client Enterprise stay ahead of the competition, as they continue to realize the business benefits gained through the Prolifics Testing' Business Assurance Managed Testing service.



Established in 1999, we have long-lasting relationships with some of the biggest names in the digital, professional services, higher education, finance, legal and retail sectors.

We have assisted our clients with testing on many different projects, including implementations and upgrades of major COTS applications, including integrations, testing of software developed from scratch, integrated with agile teams, digital transformations, Cloud migrations, and Windows desktop migrations.

Working together, we will bring your customer experience to the next level, with our unique emphasis on usability, reliability, and performance.

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