



Case Study

TEKsystems' QA & Testing services help its client achieve market share

Client:

A leading weight loss product provider

Industry:

e-commerce

Service Offering:

Global Services

Application Services
- QA & Testing



The Situation: A leading provider of food and service in the weight loss industry revised its business strategy to increase website-driven sales and support. By doing so, the company hoped to add momentum to its goal of becoming an industry leader.

With the shift in business model came a shift of the company's attention to its IT department. The quality of the website and its infrastructure became more important to help the company drive more sales and realize its revenue-generating potential. The company planned substantial changes to its website and applications to support the new initiative.

The Challenge: Like many organizations, the company did not have a formal QA function. It realized that it needed to identify and resolve vulnerabilities in its new website and applications quickly, and it turned to TEKsystems® for help. TEKsystems' client also realized it needed to reach a new level of IT maturity to better support its new sales model. As it began to revise its website to address the additional demands from its strategic direction, the IT team wanted to implement quality standards but was unclear where to begin.

The Response: TEKsystems worked with the client's IT team to understand its goals and identified three very different needs. The first was an immediate performance test of the client's website and applications. The launch date had been established by the company's business decision, and the IT department needed to instill confidence that the technology could support the new model when launched. TEKsystems assembled a team of performance testers, who used its proprietary Pro-V QA & Testing methodology to analyze the client's website and applications and identify potential inconsistencies and errors.

The client's second need would require an ongoing solution. As the client planned and implemented ongoing changes to its website and applications, TEKsystems has provided managed teams to help accommodate fluctuations in its QA and testing workload. TEKsystems' teams have performed a variety of QA roles, including the following:

- QA leads
- Senior QA performance engineers
- Senior automation engineers



- Senior QA analysts
- Senior Analyst specialists (related to specialized ERP/database systems testing support)

To address the third need, TEKsystems has helped the client mature its software development lifecycle (SDLC) so that defects are detected earlier in the lifecycle when they are easier, quicker, and cheaper to resolve. Through exposure, the client began to recognize its need for a more robust QA and testing function. After assessing the client's QA processes, TEKsystems has provided consultative assistance to build and implement QA and testing processes. The results of these processes are now used to hold the development team accountable for performing unit testing before a unit is submitted for formal QA testing.

The Result: TEKsystems has helped the client mature its software development lifecycle and significantly reduce the risk of an IT-based sales model through a more stable transaction environment. The earlier identification of defects has not only lowered the overall cost of software development, but the consumer using the software has also had a much more pleasant experience. This increased confidence from the consumer helped the client achieve its business goal of achieving leadership status in its market.

TEKsystems has supported three distinct QA projects during the past two years. For each project, TEKsystems assembled a dedicated team that could accommodate very aggressive implementation schedules. This required large teams for short project periods and an efficient execution of testing activities. The support provided on these three projects has evolved into rolling support of multiple projects, releases, and initiatives. TEKsystems has provided manual testing, integration and system testing, and regression testing; established ongoing performance testing practices; integrated the historical test suite into the HP/Mercury Quality Center suite; and trained and mentored members of the client's QA staff. The client continues to praise TEKsystems for the flexibility, quality, resourcefulness, dependability, experience, and skillfulness of our resources, approach and managed team model.

The Technology: TEKsystems has used the following performance, automation, test suite, and defect management tools to provide these services:

- HP QuickTest Professional
- HP LoadRunner
- HP Quality Center