



Case Study

Rapid growth forces software company to improve product quality and build infrastructure for quality maintenance

Client:

A Software Company
Specializing in Applications and
Managed Services

Industry:

Information Technology

Service Offering:

Component Services

- Application Services
- Quality Assurance & Testing
 - QA Assessment
 - Quality Improvement Program
- Test Automation
- Performance Testing
- Compatibility Testing
- Installation Testing



The Situation: A global leader in software and processing solutions for a variety of industries, this client's mission is to leverage its extensive infrastructure and experience in IT operations to deliver availability services to its extensive customer base. The client's business necessitated a strong Software Development Life Cycle, but because it lacked funds and resources for an in-house QA organization, the company sought assistance in improving quality in their products while building an infrastructure for ongoing quality maintenance.

The Challenge: Due to rapid growth through acquisition, the organization was decentralized with both outsourced and insourced development efforts, and there was little cooperation among teams. At the same time, the software product supported more than 20 possible end user configurations, and the support team was facing high production defect counts.

The Response: TEKsystems®, a premier provider of technology staffing and services, responded through its QA & Testing Center of Excellence and provided consulting, training, and test teams to implement an independent QA function within the firm. During the project, TEKsystems led and coordinated testing efforts across their customer facing software products as well as planned, designed, and executed the functional testing of these systems. TEKsystems also: introduced test automation to reduce testing costs and introduce efficiencies; developed and implemented processes and tools to track defect metrics and reporting capabilities; managed the test environments and environment configurations; executed performance testing and delivered recommendations for performance improvements; and provided managed teams to run the QA & Testing function.

The Result: Due to TEKsystems' involvement with the project, the client achieved many quantifiable improvements. This included the implementation of over 20 software quality initiatives, over 300% improvement in test coverage, over 1500% increase in defects identified and resolved pre-deployment, over 50% reduction in number of builds per test cycle, and over 50% cost reduction for regression testing via test automation. In addition, software, hardware, and infrastructure costs were decreased as a result of TEKsystems' services.