



Case Study

A major global online services company required new process to test the integration of multiple functions after expanding service line

Client:

A Major Global Online Services Company

Industry:

Information Technology

Service Offering:

Component Services

- Application Services
- Quality Assurance & Testing
- Project Teams



The Situation: A global online services company introduced a new line of service options that had been purchased from third parties and offered to its online service customers at an additional cost. The introduction of each new service option required modifications to existing registration, billing, and service delivery systems, as well as the integration of the third party software. While each of these business functions was thoroughly tested according to the design of the service, there was no process or mechanism within the company to test the integration of the functions. The first several new services were introduced with integration defects. In addition, it was determined that there were problems with the end user experience that led to user confusion and, in one case, failure of the service.

The Challenge: The client decided to form a new business acceptance testing function that would perform integration testing on the beta site and an end user experience analysis.

The Response: TEKsystems®, a premier provider of technology staffing and services, responded through its QA & Testing Center of Excellence by providing an experienced QA lead and a team of analysts working under the direction of the company management as well as under the management of TEKsystems' QA & Testing Center of Excellence Office of QA.

TEKsystems engagement included the development of a standard integration test process for each new service release. This process included developing a library of core test scripts for common modules such as registration and billing. TEKsystems also created a standard approach and reporting format to analyze end user experiences. In addition, a process for communicating and resolving defects and usability issues was developed. Lastly, TEKsystems provided the client with support and management of low-cost intern resources for test execution activities.

The Result: As a result of TEKsystems' engagement, the client improved the overall quality of each service release and reduced usability issues that impacted the acceptance of the services.