

CASE STUDY:

PRODUCTION DEPLOYMENT QA



SCENARIO

A nationwide provider of vertically-integrated toll systems was looking for a vendor to manage the quality assurance of continuous production environment code deployments. The client partnered with XTGlobal to develop and establish a robust unit testing model.

Up until this point, the client's automated product suite was suffering due to code defects, resulting in costly development re-work. Not only this, but the client was working within the bounds of flat budgets while incurring significant cost overruns. And while the project had staff, mismatches between resources and the skills required to execute the project resulted in high mid-flight attrition. Given the nature of the client's business model, defects in billing functionality were challenging compliance and contractual covenants with various state governments.

TECHNOLOGY UTILIZED

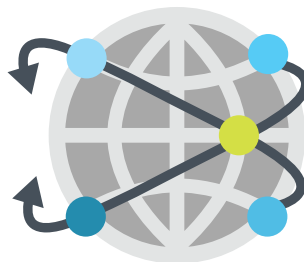
- Selenium
- QTP
- QC
- ALM

THE SOLUTION IN ACTION

In solving for the client's needs, a robust QA governance structure was assembled, consisting of both XTGlobal development and client resources. With management finalized and desired outcomes specified, the transition became far less risky by assigning only senior development resources to manage the engagement.

With structure and oversight in place, the XTGlobal solution was designed to accommodate a combination of manual QA testing, alongside automation scripts which were coded, maintained and executed by XTGlobal.

By adopting an Agile methodology, XTGlobal and client personnel worked to identify workflow variations for several important invoice validation test cases, including invoice audit trails and user reporting. A regular feedback loop was incorporated to manage these pattern permutations, which were incorporated systematically into all scripted and manual test processes.



THE RESULTS

>98%

DEFECT REMOVAL, EXCEEDING
CLIENT SERVICE LEVEL
AGREEMENTS

50%

PRODUCTIVITY INCREASE OVER
EXISTING TESTING OPERATIONS

30%

ESTIMATED COST SAVINGS FROM
A REDUCTION IN REWORK AND
TIMELY PROJECT COMPLETION