

Manual and Automation Testing for a leading Enterprise Information Management (EIM) Solution provider



The Customer

Our Customer is one of the global leaders in Enterprise Information Management (EIM) solutions, with offices in the United States & United Kingdom. Their product eliminates information silos and provides quick and easy access to the right content from any core business system and device. They have about 1,00,000 global users across 100 countries supporting in 25 different languages. The organization was included by Gartner, Inc. in the 2014 Magic Quadrant for Enterprise Content Management for the 3rd consecutive year.

The Current Scenario

The customer chose Aspire Systems to automate their products, to test their applications in regular intervals for issue fixes and regression tests. Aspire Systems is a strategic partner, with experience and expertise in providing excellent testing services and domain capability which helps in improving the quality of the product.

The organization wanted Aspire to test their application for new feature implementation and for issue fixes. Aspire helped the customer by leveraging the enterprise content management platform for more effective project management by delivering the following testing services.



The Challenge

Business Challenges

- The product had about 7000 tests which resulted in time consuming manual activities & increased costs
- Ensuring if each build release adhered to the high quality standards

Technical Challenges

- Frequent releases caused versioning issues that ultimately affected wide range of customers
- Browser compatibility issues against different browsers like Internet explorer (8,9,10,11), Firefox, Chrome, Safari & Opera and platforms (Windows & MAC)

The Solution

UI Automation Testing

Aspire provided automation testing services for the organization’s end-to-end product testing. A team constituting of 3 testers were dedicated for this engagement and the team was expanded to 5 and the service was delivered with an offshore model. The QA team expands, designs manual test cases and automates the products by developing scripts to support multi-languages. Currently the script supports 4 languages (English, Finnish, French, and Dutch). Aspire has developed almost 6580 test cases and also responsible for retesting bugs which were created in earlier builds and follow-ups for the bugs until they are fixed. On every build, we are running almost 4958 tests with the duration of 126 hrs against Windows 7 and Windows 8 operating systems.

What we did



The difference we made

- Automation tool has shortened the regression testing cycle & enabled public service release of the product builds
- UI testing automation of about 7000 test cases reduced the manual effort by about 70%

Best Practices:

- Test the regular builds using the automation scripts - one build per week is tested
- Improve capability of regression tests
- Move product quicker to the market
- Perform post-release checks

Key Benefits:

- Assures a high quality product
- Scalable team expansion
- Immediate cost saving

Test Suites	#Test cases	Manual Effort (hours)	Automation Effort (hours)	Frequency	No of hours Saved
UI Automation Scripts	6623	1327.36	300	Weekly/Monthly	1027.36

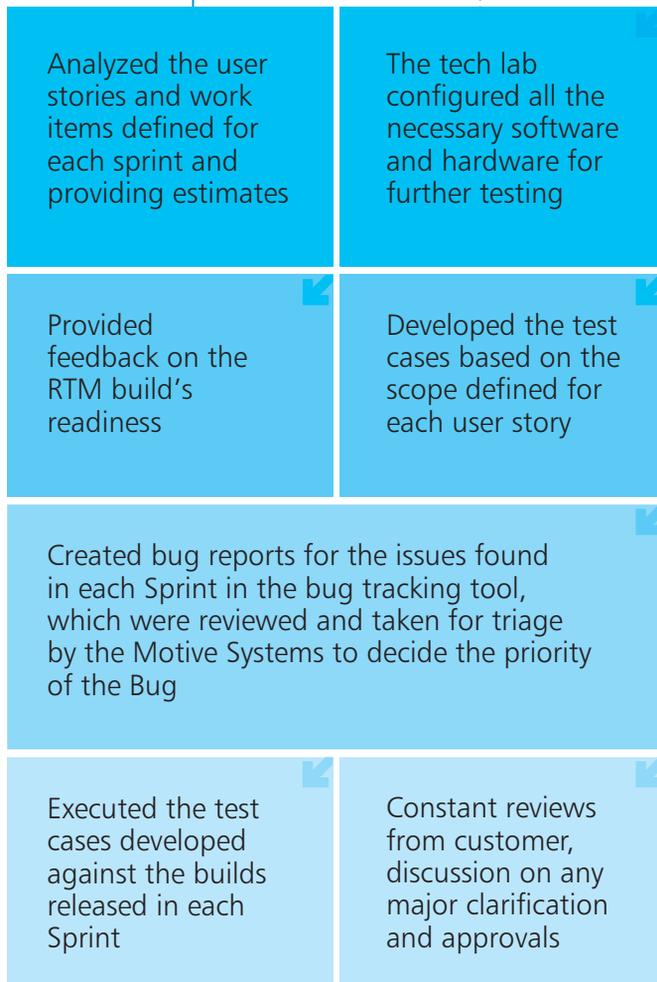
UI Automation Testing Status:



Web Manual Testing

The QA team designs and executes manual test cases. Aspire extended their support on ad-hoc testing on the builds to identify any defects which are not covered as part of the sprint scope. Aspire has developed almost 7000+ test cases and on every sprint and identified on average of 50-60 defects as part of testing services. Aspire is also responsible for retesting bugs which was created in earlier builds and make sure the bug fixes are working as expected.

What we did



The difference we made

- High test coverage
- Zero defect leakage
- Delivered the product with high quality

Best Practices:

- Manual regression testing services based on the agreed upon schedules [2 months once tentatively]
- Adhoc Testing on post release builds to increase the Test Coverage
- Improved capability of regression tests
- Performed post-release checks

Key Benefits:

- Assures a high quality product
- Scalable team expansion
- Immediate cost saving

Web Manual Testing Status

#Sprints Covered	Test case Developed	Retested Bugs Tracker	Bugs Raised [from Sprint70 onwards]	
			PRISM	Tracker
102	8000+(approximately)	253	1740	584

Web Automation Testing

Aspire provided web automation testing services to the customer for their end-to-end product testing. A team constituting of 2 testers were dedicated for this engagement with an offshore model. Aspire is in the process of automating the test. Oracle consists of 7000+ tests of the product.

What we did

QA became acquainted with the product itself, its features, third party software and environments

Analyzed the test cases before proceeding the automation

Developed automation test scripts using existing manual test cases

Executed the automation test scripts against the merged build provided at the end of each Sprint, to make sure there is no impacts on the existing features

Constant reviews from customer, discussion on any major clarification and approvals

The difference we made

- Automation tool has shortened the regression testing cycle and enabled public service release of the builds
- Automation helped the customer in providing quality product quickly by running automation scripts against each Sprint build to make sure there is no impact due to recent enhancements or bug fixes
- Flexible automation & manual testing team

Best Practices:

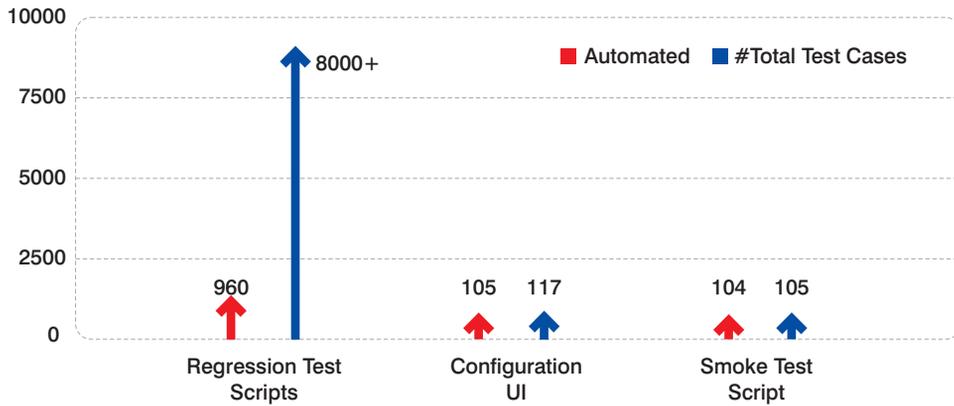
- Open source automation tool which is feasible for most of the product requirement to reduce the software costs
- Robust and scalable framework with reusable components in order to reduce the automation maintenance costs
- Tested the regular builds using the automation scripts– one build per week is tested → Improved capability of regression tests

Key Benefits:

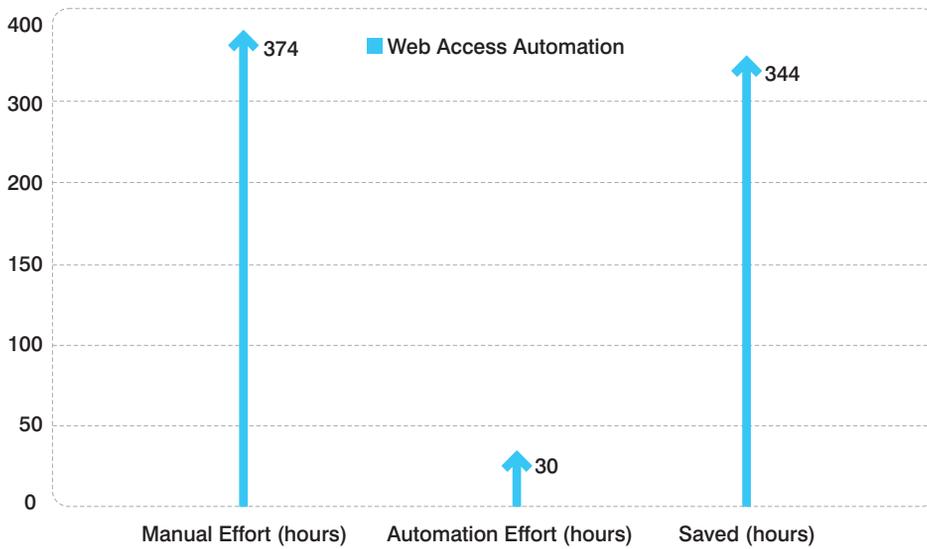
- Automation reduces execution time–Close to 500 tests have been automated resulting in reduced execution time to just 8 hours from 147 hours
- Assures a high quality product → Scalable team expansion
- Immediate cost saving

Web Automation Testing Status

	#Total Test Cases	Automated	Manual Effort (hours)	Automation Effort (hours)
Smoke Test Script	105	104	33.28	2
Configuration UI	117	105	33.6	2
Regression Test Scripts	8000+	960	307.2	26
Total	7222	1169	374.08	30



Web Access Automation



Aspire Systems is a global technology services firm serving as a trusted technology partner for its customers. The company works with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in Aspire's specific areas of expertise. Aspire System's services include Product Engineering, Enterprise Solutions, Independent Testing Services, Oracle Application Services and IT Infrastructure & Application Support Services. The company currently has over 1,400 employees and over 100 customers globally. The company has a growing presence in the US, UK, India, Middle East and Europe. For the fourth time in a row, Aspire has been selected as one of India's 'Best Companies to Work For' by the Great Place to Work® Institute, in partnership with The Economic Times .