Aspire's Test Cloud powered by TestMu AI helps with faster releases, extensive test coverage and cost reduction for a global content management firm.

aspire SYSTEMS

attention. always.

Challenges:

- Higher flaky test rate during test automation with previous tool

- Device unavailability most of the time

- Long app installation time

- Budget constraints and pricing

About the Customer

The customer is a globally well-known document management and enterprise content management (ECM) solution that helps organizations manage, organize, and secure their documents and information. They provide a unified platform for managing both structured and unstructured content, allowing users to access and work with their documents and data from a single interface. The platform is popular across various industries, including manufacturing, finance, healthcare, legal, and professional services, where efficient document management and information governance are critical. They have about 100+ customers worldwide and their product is available in 33 different languages.

The Need

- To provide a user-friendly interface and enable users to access their documents, perform searches, view and edit metadata, and collaborate with colleagues, all from their mobile devices other than Web and Desktop application

- Mobile Test automation coverage in Real devices for shorter release cycles

- Continuous Integration with Team City to enable smooth release process

- To Support quarterly Mobile release to Android and iOS customers

- To support Live mobile device testing and collect performance metrics

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Solution:

- TestMu AI an AI-powered test execution cloud platform with close to zero flakiness

- Faster execution speed

- Live customer support available round-the-clock

The Challenges

The existing test execution partner, an industry leader, had a host of challenges which impeded the client's testing needs. They are as follows:

- Flaky test rate was higher during test automation

- Device was unavailable most of the time.

- App installation time was longer than 1 min

- Customer service was only though email and minimum wait period was 12-24 hours

- There were budget constraints and pricing issues

Aspire's Solution

After carefully analyzing the challenges faced by the customer, mainly with respect to pricing, high number of flaky tests and slower execution time, Aspire proposed TestMu AI which is an AI-powered unified enterprise test execution cloud platform.

- TestMu AI platform provided a secure and scalable solution with close to zero flakiness

- There is a live customer support which is available 24/7.

- Dedicated customer support engineers were assigned to the account.

- Hyper execute enabled faster execution speed. It allowed to switch between 2 mobile instances during testing in a single launch

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Results:

- Reduction of execution time by 10 hours.
- Faster time-to-market
- Major reduction in costs
- Extensive test coverage

- 200 test scripts executed on the previous tool were migrated to TestMu AI. These scripts were executed during monthly release and mobile quarterly release.

- Pipeline executions that used to be in queue for many days using the previous tool were resolved after migrating to TestMu AI.

- Dedicated devices for CI/CD for stable builds and dedicated devices for functional testing and test automation were available.

Results and ROI

- Execution time was reduced from 90 hours to 80-85 hours.

- Faster time-to-market was achieved

- Test coverage was extensive

- Testing efforts were reduced

- This enabled high quality releases and accelerated digital transformation

- There was seamless coordination with CI/CD pipeline

- There was a major reduction in costs
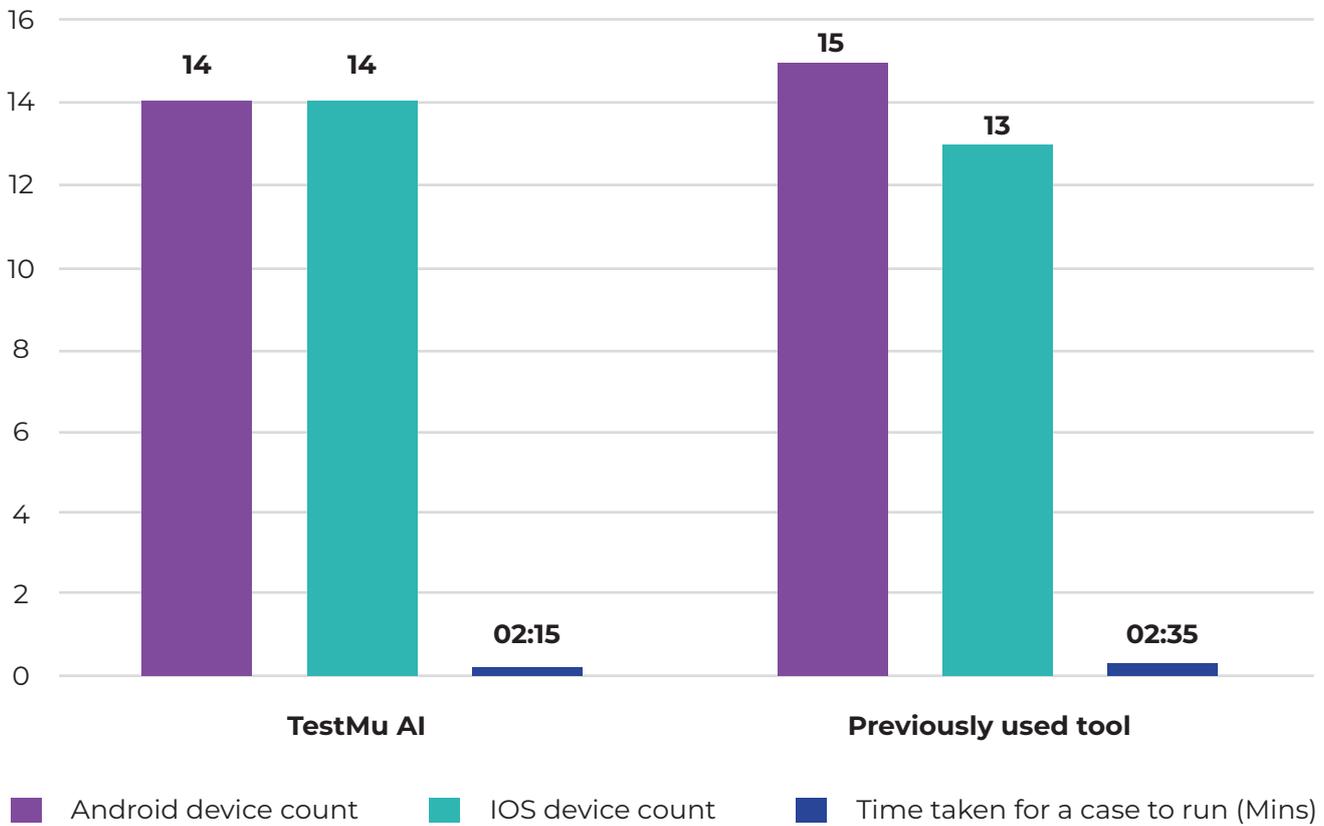
How Our Solution Helped Customer

Implementation time

Implementation can be done in a very short span of time, within 1 -2 weeks

Outstanding customer support

Personalized onboarding and live interactive support for technical and non-technical queries.

Zero flakiness

Tests yield zero flakiness

Excellent speed

Unparalleled speed due to high quality hardware from TestMu AI.

Easy integration

TestMu AI can be easily integrated with various CI/CD tools to ensure ease of use.

Key Differentiators: TestMu AI Vs Previously used tool

Highlights		TestMu AI	Previously used tool
Functionality	**Performance**	• Faster (up-to 40%), Better Performance and Test Results	• Test run relatively slower • Multiple downtime instances • High flakiness
	Architecture	• Microservices architecture • Better performance	• Legacy monolithic architecture • Tightly coupled infra which doesn't meet growing needs of the scale
Support	**Working Hours**	• 24/7 support for all customers • Solution engineering support • Personalized onboarding	• 24/7 support only for Severity 1 issues • Fixed hours covering only PST time zone
	Chat Support	• Live interactive chat support for technical and noon technical queries with response time of 45 seconds along with dedicated account manager	• No real time support. Static bot support
	Cost	• Up to 40% less pricing when compared to Previously used tool	• Expensive and not scalable
	Debug and Element Inspect	• Failures are easy to debug from dashboard and finding accessibility in real device can be directly inspected without using Appium for Test Automation	• Debug of failed cases are hard from dashboard and to find accessibility in real device need to use third part Appium to inspect Mobile app elements for Test Automation
	Device Pick Time	• 0.52 secs or lesser	• 1 min 05 secs or more

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Execution Details

Chart — Execution Details

	Android device count	IOS device count	Time taken for a case to run (Mins)
TestMu AI	14	14	02:15
Previously used tool	15	13	02:35

Legend: ■ Android device count ■ IOS device count ■ Time taken for a case to run (Mins)

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

For more info contact: **info@aspiresys.com** or visit **www.aspiresys.com**