



CASE STUDY

A full-service Business support Systems (BSS) vendor delivering convergent solutions to fixed, mobile, IP and multi-service telecom providers worldwide. Customers include BTC, Columbus Communications, Essar, and Cable & Wireless

The customer is a full-service Business Support Systems (BSS) vendor delivering convergent solutions to fixed, mobile, IP and multi-service telecom providers worldwide. They help service providers to be as agile as possible in order to compete and respond quickly to market needs. They have about 40 customer installations worldwide. Some of their customers include BTC, Columbus Communications, Essar, and Cable & Wireless.

They handle service management, customer management, partner management, resource management and enterprise management with unified database, product catalogue, work-flow engine and self-care facility. Their needs keep growing and their product management group keeps improving their component suite towards offering better service to their customers.

Our customer selected Zado as their Test automation partner due to our strengths in various open source and commercial test automation tools

They wanted an expert partner who can help them with functional test automation of their software and ensure quality deliverables to their customers. Subsequent to this, they wanted the partner to transfer the scripts for their in-house manual testers to manage, while providing help in maintaining the scripts and covering additional functionality.

They were looking for a flexible partner who has the necessary technical skills and the process skills to ensure automation of their functional tests. They chose Zado due to its strengths in various open source and commercial automation tools, in addition to their expertise on automation frameworks.

PROJECT COMPLEXITY

- Non-availability of test cases
- A bunch of products together formed the component suite and they all had to be brought under the automation scope considering the business needs. It had both desktop and web based applications
- Need for hybrid test automation framework
- Insufficient regression coverage and support for multi-platform/browser
- Ability to handhold the automation project and transfer to their internal team after attaining steady state

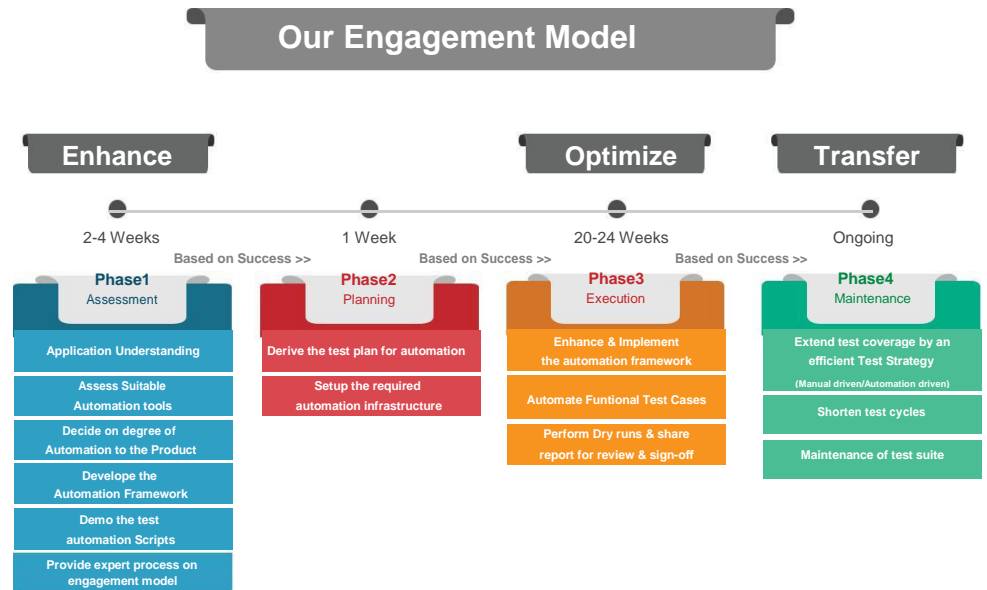
OUR ROLE

Zado partnered with the customer towards performing a POC, where we compared the suitability of different tools for their need. We figured that Selenium was the most appropriate tool to be used based on the comparison.

After the POC, we wrote manual test cases for the entire suite and started with automating manual test cases. We analyzed about 3500 test cases and chose 600 of them for automation. We implemented a hybrid test automation framework using Selenium in this project. We followed Enhance - Optimize-Transfer (EOT) model, whereby we transferred the scripts to the customer to run their own automation. Entire automation test scripts for 600 test cases were written in 24 weeks time, while ensuring scalability of the scripts.

Zado analyzed
3500 test cases
and automated
600 within
6 weeks

EOT FLOW



This process is unique where the customer need not have to build the automation skills, however they can use their resources in running regression testing of their software with the help of our expertise.

OUR ENGAGEMENT- SHORT TERM TO LONG TERM!

We performed a free POC for the customer where we helped them choose the automation tool by comparing various possibilities. Once they were convinced about our capabilities in various tools and automation framework, they moved it from a POC to a project engagement.

BENEFITS

- Improved regression coverage, enhancing their confidence levels
- Ensured predictability in delivery with daily builds
- Reduced reworking costs on their suite
- Performing automation testing without in-house expertise; In-house testers remained testers while the programming was handled by us

ABOUT ZADO

Zado is an independent QA Solution provider with specific focus on testing web, mobile and cloud applications. Our framework-driven approach to test automation ensures reliability and performance of your applications in diverse environments and complexities.

Our Center of Excellence works towards ensuring the success of every test automation initiative of our customers, irrespective of the stage that they are in – startup, transitional or mature. We have successfully helped Startup, e-Commerce and Independent Software Vendors with their automation needs. Our goal is to ensure quality of your software using test automation optimally.

We are open to doing POCs and Pilots that prove our credibility. We also have an innovative engagement model, Enhance – Optimize – Transfer (EOT), where we implement automation testing and transition it to your local teams. Our points of intervention after that, will be only towards enhancing the automation framework.

Zado automation frameworks help manual testers write their own test scripts without the necessary automation expertise. This qualifies manual testers into automation testers, providing better economies of scale and faster ROI of your automation efforts.



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