

# Case Study



## The Challenge

The customer's development team worked on a two-week cycle, while the test team was creating test scripts from scratch for each testing cycle, taking 3 weeks per cycle. Because these cycles were out of synch, the customer couldn't meet the delivery deadlines. The customer required a full review and enhancement of their testing processes to eliminate the backlog of manual tests and streamline future testing.

The customer wanted to automate many of their tests, so that the testers on staff who were most familiar with their business rules were able to spend their time writing test cases, and not running tests. The customer already used HP Quick Test Pro automated test management tools; but they needed a quick and easy way to transfer manual test cases into the automated framework.

The customer runs six brands on the same code, with different business rules for each brand. The solution provided would need to be tailored for each of the branded websites, and the business processes inherent to each brand.

## The Solution

Following a full process review, Tescom created a test automation strategy, implemented a test automation framework and assisted the customer in converting the existing manual test cases into a new format using the off-shore Tescom office in Israel.

The new test automation framework created in QTP was designed for the manual test cases created by the in-house staff to be easily entered into the automation tool for years to come.

Additional services provided by Tescom included:

- ★ Setting up processes using Quality Center
- ★ Developing a comprehensive smoke test pack
- ★ Training and mentoring the customer's employees to ensure adoption

## The Result

The customer's test cycles were reduced by 30% from 3 weeks to two – to align with the development cycles. And, because of the elimination of test backlogs, the testing resource time was cut in half.

The customer's in-house manual testers remain the experts about the business rules governing the test, and can use that knowledge to test automatically – without having to become experts in test automation!

The QTP framework and the smoke test pack were able to be implemented right away, so the test backlog was removed on existing manual test cases.

## The Customer

The customer is one of the largest providers of motor insurance in the UK and also offers home, pet and travel insurance. Founded in 2000, the company's goal was to offer competitive insurance coverage using the Internet as its primary sales channel. The customer offers several brand names of insurance via multiple website, each with a slightly different business model.

The customer's goal has always been to use technologically advanced systems and underwriting to keep insurance premiums low.