Qualitest Helps Enterprise Database Software Giant Speed Up Testing by 70% with Automated Self-Service Solution

Challenge

Provide the Client's customers automated solutions so they could avoid a full regression cycle with every update.

Deliver state-of-the-art Automation framework that could be utilized for the Cloud ERP solution.

Solution

Implemented robust and low- maintenance automation framework.

Automated packaging/deployment of automation scripts, CI/CD integration for continuous testing and a simple catalog-based system for business users to run automation scripts.

Results

The Client can now sell the ready-to-deploy automation solution to their existing and prospective customers.

Client achieved full confidence as the vision of implementing an automation framework for Cloud-based ERP solution was now a reality.

The Client is one of the world's biggest enterprise software companies, offering a wide range of cloud-based applications and platforms as well as hardware and services to help companies improve their processes. The company's mainstay product is one the most popular corporate database offerings - top ranked in the world for database offerings.

The Client is moving its products to cloud computing environments, where customers can access programs from multiple locations and devices. Cloud and license businesses generate more than 80% of its sales.

The Challenge: Simplify Post-Implementation Testing to Improve End User Experience

The Enterprise product company planned to step into the market to expand the business and provide their customers better experience post-implementation.

The Client provides regular updates to their customers on the Cloud. This causes a number of challenges for their customers who are managing their own change programs and applying various business enhancements to their enterprise landscape.

With this in mind, an automation framework had to be designed—a flexible model that could be adapted to fit the integration challenges of each customer, which are specific to their individual ERP landscape. The company reached out to an large Service Integrator to implement the same, but as the framework was not robust and adaptive, the solution failed. It was a major setback for the organization and impacted the revenue forecasted.
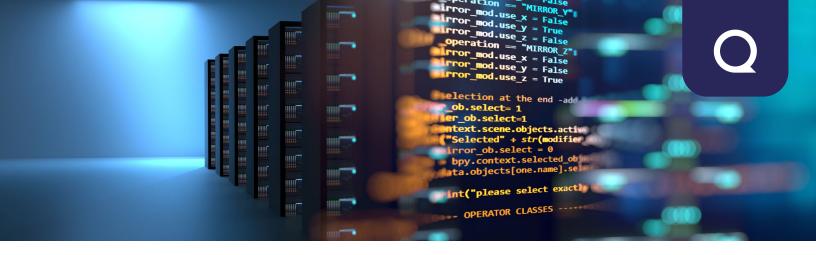
> " **Qualitest enabled the Client's users to execute tests on their own, including defining test suites, using only a browser with no software installation required.** "

Qualitest stepped in, took ownership and prepared to deliver the robust automation framework required. This was the first step to fulfil the Client's vision.

Qualitest worked with the Client to build a strong, flexible, advanced automation framework that would accommodate testing their Cloud products, with intelligent build-and-deploy mechanisms, better reporting and the capability for integration into the DevOps pipeline.

The Client wanted to:

- Establish a QA partner that understood its industry and business rationale, with the eventual goal of a multi-year engagement.

- Understand the customer and the latest industry trend across the globe.

- Suggest and implement toolsets for automation testing and create a smart framework that could be extended to multiple modules of their Cloud ERP solution.

The Silver Bullet: A Flexible, Self-Service, Ready-to-Deploy Automation Framework

To achieve these goals, Qualitest implemented an iterative process model, with three clear, well-defined phases:

- **Phase 1** – Framework and key features.
- **Phase 2** – Automation and maintenance of test scripts.
- **Phase 3** – DevOps and automated build deployment.

Phase 1 – Framework and Key Features

Qualitest enabled the Client users to execute tests on their own, including defining test suites, using only a browser with no software installation required.

In addition to self-service test execution, the Client's users were also enabled to create sequence test cases, review statistics and an interactive report on their test execution on a dashboard as well as schedule tests at specific pre-determined times.

The Qualitest solution also offered the Client the ability to define Test Catalog as a subset of the Customer Master and associate it with Role, creating multiple users who can execute tests simultaneously and in parallel and more.

Phase 2 – Automation and Maintenance of Test Scripts

Qualitest managed automation script development for multiple releases, applications and customers simultaneously.

We also created ready-to-deploy automation scripts available even before the start of any new customer engagement, with only customer-specific data and configuration tailoring effort needed.

In addition, the Client received an easy-to-maintain automation framework. Customer specific additional scripts could also be added using the same framework to the customer library of test automation suites.

Phase 3 – DevOps & Automated Build Deployment

Qualitest provided the Client with a robust framework that could be plugged into a customer's CI/CD pipeline.

Once the framework is deployed into a customer's environment, installation, build and initial Smoke Test pack run on the Environment, which is completely automated.

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Key Benefits

- The Client was able to achieve all their stated goals for the engagement six weeks earlier than the planned timeframe.

- Their customers could now simplify and accelerate regular updates of the Cloud solution with a flexible, self-service automation framework.

- The readymade automation package generated new revenues for the Client and worked as a value-add for their implementation services, expanding opportunities for new business.

- With Qualitest's help, the Client produced the same volume of work as with the previous vendor in one-third of the time, with far superior quality.

- The framework has been successfully implemented in wider ERP solutions.

> **The Client was able to achieve all their stated goals for the engagement six weeks earlier than the planned timeframe and could now sell the ready-to-deploy automation solution to their existing and prospective customers.**

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