

# Functional & Usability Testing for a leading SCM software

## Executive Summary

- ✓ Business Domain – Manufacturing Industry / Enterprise Quality Management
- ✓ Type of testing required – Functional and Usability Testing
- ✓ Total Duration – Several Iterations of 2-4 weeks each
- ✓ Region/Geography – Seattle, US

## Client and Business Context

The client offers a leading supply chain and quality improvement software. More than 6,000 manufacturing, shipping and aerospace companies across 48 countries use various modules of this software to ensure high quality of their products. The software is built in modules and our client wanted to release the integrated Beta product, including all modules.

**They had quite a few challenges that had to be addressed to see the successful beta launch.**

1. The client could not afford to keep a constant QA team at on-site due to budget challenges
2. Having an undersized development team confined the scope of testing into small chunks
3. They were looking for a cost effective solution to carry out testing within lesser turnaround time

To address the challenges and ensure a successful launch, they began evaluating various software testing vendors who could test each of the modules in a time frame of 2-4 weeks every time they want to make a release. This is where TestOnDemand team designed a solution which fitted in the client's situation well.

# TestOnDemand Solution

TestOnDemand was engaged to counter this challenge. A single point of contact was assigned to the client within no time. To kick-start the project, the team was trained on all functionalities of the product. TestOnDemand organized trainings in all modules including for each iteration. The team geared-up and started working on the assigned modules. Detailed test reports were delivered to the client on a daily basis. TestOnDemand team ensured that all the details about the progress of the project were being consistently communicated to the client.

The team was aggressively working to execute the assignment based on the finalized estimations. In order to deliver high-quality defect reports, checkpoint meetings were organized to receive feedback and clarifications wherever needed.

TestOnDemand team successfully completed the execution of three modules in four successive iterations.

**The product was ready for the Beta Release in the specified time, with all bugs reported and rectified.**

**The details of each iteration are as follow:**

	Iteration 1	Iteration 2	Iteration 3	Iteration 4
	Feature and exploratory testing of an independent module	Feature testing of a module dependent on Module 1	Regression and Integration testing of Module 1 and Module 2	Feature testing of module 3; Integration testing and full regression suite execution for Beta release of the product
Product Interaction and Learning	15%	10%	5%	5%
Test Cases creation	33%	38%	NA	38%
Test Cases Execution	37%	37%	72%	42%
Exploratory Testing	8%	8%	8%	8%
Project Management	7%	7%	15%	7%

## Iteration statistics

# Iteration	Modules covered	Project Dates	Total Effort (Person Days)
Iteration 1	Product inspection module Testing	March 17, 2017 - March 31, 2017	30
Iteration 2	Record Measurements & Entries Testing	May 01, 2017 - May 26, 2017	60
Iteration 3	Measurement Tools Testing	June 12, 2017- June 28, 2017	42
Iteration 4	Pre-shipment checklist Testing	July 19, 2017 - Aug 14, 2017	57

## Engagement Metrics

- Number of Days – Four iterations of 2, 3, 4 and 4 weeks each
- Location – TestOnDemand Office
- Test Areas – Functional & Usability

## Findings/Error Matrix

- 67 percent training time saved by knowing about the product beforehand
- 160 issues were raised
- 80+ defects were identified
- Four very high priority defects and 16 high priority defects raised

## Key Outcomes

The TestOnDemand team was able to maintain productivity levels across all the iterations despite the change in team members for every iteration. During the course of the project, our team was able to highlight 4 major issues in the core areas, which was highly appreciated by our client's customers.

The TestOnDemand team successfully completed the execution of all the three modules for the Beta release of the client's product within the specified timelines without any schedule variance.

**This is how we enabled our client to meet the planned release date for Version4 of the app.**