

**Case Study:-**

**Customer:** A leading maker of learning e-books, to promote high quality education amongst global users

**Industry:** Publishing

**Technology / Software:** php, MySql, XML / Geysler, Mozilla Firefox

**Testing Tools:** Internal tools from the client

**Engagement Model:** Offshore

**Business Challenges:** QA needed to be done on a set of PDFs from the client. Given the global market for the e-books, testing was performed by a team of ~100 people who were geographically distributed. Given the de-centralized resource positioning, tracking work done by testers was turning out to be difficult. It was also hard to manage the reports collected from different teams at the end of the day. Reports were being managed in excel sheets in local machines making the process further inefficient. Specific to the product, almost all testing was manual leaving room for missed issues, after testing was done.

**Solution:** - Since the process followed was time consuming and inefficient, we chalked out a solution that would automate possible pieces to save time to introduce reliability. The solution was to develop a website where the client could upload testing assignments for us. This was an intranet site with unique project management features such as task assignment, status tracking for each task performed by an engineer etc. The latest specification reference documents related to the project were always available at this intra-site. Such a common location also helped management and other stakeholders directly check the latest project status. We also created automation scripts to parse content XML and compare it with specification documents, which helped us drastically bring down the issue of missed defects. This also brought in objectivity into our test efforts.

**Benefits/value add:** - The site that we built and the automation scripts we created not only helped streamline the testing process and helped everyone globally get on the same page, but also saved a lot of the test effort time and helped reduce the number of missed issues since testers now understood the system E2E, besides just the module that they worked on.