Case Study – QA Leadership, Multi-National Enterprise Project

Goals:

The customer is a financial wealth management company that is implementing a Workflow software tool which will manage to resolve customer requests in eight different geographic regions between 14 different service business groups and reduce the time to resolve customer inquiries within a real time response. IQS provided not only QA functional testing support but overall QA guidelines.

The key issues identified by the Client were:

- The QA and development teams were located in the US, Canada and India which proposed a delay in implementing the project on time.

- Over 200 test ids needed to be created in order to accommodate the required security hierarchy levels to successfully test the application.

- Another challenge was managing the tests data due to the required monthly refresh that would change the data and impacted the test results.

Solution/Approach

After the project estimation QA discussed the time frames, teamwork strategy, tracking defects and overall project reporting tools and communication strategy that suited the customer's needs. After receiving approval to the suggested procedures QA guided the customer through all the testing processes, keeping within the schedule for each code drop, business requirement updates and deadlines.

In a short period of time QA testing experts were able to do the following:

Developed test cases, test data and test ids

Tested new functionality within the Workflow software

QA performed a wide range of tests (partnering with the development and the user acceptance team.

- Functional testing (automated and manual)

- Single Sign On to the application via the Web services

- Provided test data

- GUI testing

- Performance and stress testing

Results:

The test results provided the customer to receive high quality product that increased its business performance.

Found, reported and fixed over 600 defects and variances before implementing phase1 into production.

Collaboration between QA, developers and user acceptance allowed the teams to anticipating and preventing the possible negative outcome of time frame shifts throughout the project's lifecycle.

Testing the functionality of the workflow software ensured improved usability and accessibility to allow the business group the ease of use of the application in production.