

Product testing and enhancement to improve efficiency and provide quicker go-to-market

SCM Solutions Provider

The Customer

The Customer is a leader in supply chain management (SCM) solutions for the retail industry. With offices in North America and Europe, the Customer enables companies to communicate electronically with their global trading partners; conduct cross-company transactions; synchronize and manage product data; collaboratively source, merchandise and import; and automatically detect and resolve issues. They provide a full line of collaborative commerce solutions that help their customers differentiate themselves in the global marketplace.

The Challenge

Due to the large number of individual products, targeted to specific areas of the supply chain management process, the Customer's software development environment had become increasingly complex, and the defect rate was far above expectations.

The Customer wanted a partner who could augment their team in two areas:

- **Product Testing:** to streamline the testing process to reduce and control the defect rate.

- **Product Enhancement:** to develop enhancements to the product and release newer versions of the product.

The Solution

AgreeYa leveraged their O³ delivery model (onsite-offsite-offshore) and deployed two separate teams – one dedicated to the development portion and one for the testing portion. AgreeYa's resources were deployed onsite and offshore to understand the product enhancement requirements and develop the new releases. For the testing part of the engagement, resources were deployed onsite.

The testing team put together a revised, rigorous test strategy that would ensure a low defect rate. Based on this strategy, the team created the test plans and performed regression/performance testing and quality assurance (QA) on the entire product as well as the new releases being delivered. The defects were captured, analyzed, and measured.

An effective feedback loop between the testing and development teams ensured that the defect rate dropped with every new delivery and the quality of the product increased exponentially.

The Results

AgreeYa's testing and QA identified product limitations and helped deliver a better product for the Customer. AgreeYa developed and implemented software testing methodologies that delivered new releases 35% faster than before with higher quality. Additionally, AgreeYa reduced the Customer's development and testing budget by leveraging their O³ (onsite-offsite-offshore) delivery model.

The Technology

The Rational Suite of products was used for the testing. The products used were Rational Robot, Rational Functional, and Rational Performance tester.

AgreeYa's Independent Software Testing Services

AgreeYa provides Independent Software Testing services based on CMMI Level 5 methodologies and processes for applications and products. We select

tools and methods to match our customers' technical, budget, and schedule requirements, or use our customers' standard tools and processes.

With services ranging from single instance testing, comprehensive software quality assurance (SQA) process assessments to fully retained outsourcing of entire SQA and software testing functions, our test labs consistently deliver the technical and business predictability expected out of software applications and products. Our onsite-offsite-offshore model ensures round-the-clock testing providing the flexibility our customers need, and the Return on Investment (ROI) they expect.

We provide end-to-end testing services including planning, design, scripting, manual and automated testing, reporting, and analytics.

About AgreeYa

AgreeYa is a global provider of software, solutions, and services focused on deploying business-driven, technology-enabled solutions that create next-generation competitive advantages for customers. Headquartered in Folsom, California, AgreeYa employs more than 1,500 professionals across its 23 offices in 8 countries. Over the last 18 years, AgreeYa has worked with 500+ organizations ranging from Fortune 100 firms to small and large businesses across industries. AgreeYa's software portfolio includes SocialXtend (intranet and enterprise social collaboration), Cogent (comprehensive end-to-end case management solution for collections agencies and law firms), QuickApps (award winning suite of SharePoint web parts and pre-built templates), Site Administrator (gain insight for improved compliance and governance of your SharePoint environment), Recovery Manager (solution for rapid and scalable SharePoint content restores) and BeatBlip (Test Automation as a Service). As part of its solutions and services offerings, AgreeYa provides portal, content management, and collaboration on SharePoint, cloud and infrastructure, enterprise mobility, business intelligence and big data analytics, product engineering, application development and management, independent software testing, and staffing (IT and risk/compliance) solutions.



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