



Case Study: Manual Testing

Background

The Client – INTECH Consultancy, is one of growing IT company in India that provides software solution for Logistics and Marine for Hong Kong based clients, it also provides other services to small and medium businesses. They also providing the customer support for their shipment based products.

The main product for client is based on Port Operation Management which contains shipment and vessel operations.

Business Objective

The primary objective of KiwiQA team was to provide the solution for manual testing in their product. The main purpose in manual testing is to understand the product and gathering the requirements of it, on later stage to prepare the business scenarios or the test cases for the product, logging the issues in Test Management tool, prepare test data in spreadsheet for the test execution. Apart from this objective, team provide the other solutions like regression testing, smoke testing for each releases and suggesting the improvements in product.

Challenges

- ❑ Understanding the port operation management flow.
- ❑ One of the major challenge is functional complexity as port operation is very unfamiliar domain in IT industries.
- ❑ Another challenge is due to having frequent releases because of large amount of changes in requirements and very tight deadlines.

KiwiQA Approach

- ❑ Team gathers the requirement from client and take understanding of the port operations.
- ❑ Team studied about the port industries from various online websites and gathered the information about port operations,
- ❑ Team used traceability matrix for the issue tracking and working extra hours to achieve the testing deadlines.

Value Delivered

- ❑ Team prepared around 3800+ test cases (75% Functional & 25% Usability/UI) and logged around 1500+ bugs in the product.
- ❑ Team has compared and understand the client product with the gathered documents online.
- ❑ Team has achieved almost 90% to deliver the build with above 95% accuracy in every release with very tight deadlines.

Solution Background & Engagement Details- The Outcome

Our manual testing solution was delighted and given the confidence to the Customer where it had functional improvements, efforts and accuracy.

In earlier stages it was a bit tricky to work on the project and challenging as well to understand the complete flow of port operation management. On later stages once the team gathered the requirements and understood the product, the test execution approach gets better and the execution time decreased.

Our solution has gained client confidence and thus strengthen the relations between us and which in tern made client to give more work over a longer period of time.