Managed Testing Service for Dovetail Services

CASE STUDY

testhouse

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"For any client wanting to improve software development quality and reduce the cost of testing, Testhouse provides the confidence that they know what is required and they have the proven methodologies, tools and both on and off shore delivery capabilities"

Nigel Hearth
IT Director, Dovetail Services

BACKGROUND

Dovetail Services offered a complete subscriptions management service that enabled businesses to connect to their clients at every touch point along the customer journey. This service allowed Dovetail clients to sell subscription-based content and services without having to create the infrastructure necessary to manage contacts and customers within their organisations. Through a series of APIs, in-house teams or external partners would be able to deliver unique online journeys or integrated sales data instantly using Dovetail services.

CHALLENGES

As the users for Dovetail's services increased the applications powering its services weren't performing as expected, Dovetail acknowledged there was scope to improve efficiency of their services further across development and testing functions.

Some challenges identified were:

- Insufficient bandwidth within the organisation for manual testing resulted in many parts of the applications being untested prior to release.
- Many key manual tests were executed regularly which could have been automated. A few applications performed poorly on increased load.

RESULTS

Quality – Release quality was significantly improved

Efficiency – Reduced test cycle duration by 85% and increased application performance efficiency

Stable – Stable function to ensure smooth performance

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SOLUTION

Testhouse began the engagement with a Test Process Review to understand Dovetail's current testing practices and to assess possibilities of improvement. Based on the test process review, Dovetail agreed to adopt a managed service model to improve their testing functions. The managed service would begin with manual testing support and would work towards eventually implementing automation with the goal of limiting the amount of regression and carry out performance testing on specific applications that were degradating with increasing number of concurrent users.

RESULTS

- An offshore functional testing team was assigned to Dovetail Services to support the testing function, which increased test coverage and improved the quality of releases
- Testhouse and Dovetail agreed on a set of automated scripts to speed up test cycles. As a result, test cycles that earlier took 7 days with manual testing were completed in a single day. Dovetail was able to recover their investment in automation within 4.5 months
- Testhouse included performance testing on applications that experienced load issues to ensure good performance under all conditions

Testhouse is a market leader in Software Quality Management, Application Lifecycle Management (ALM) and DevOps, providing on-site, on-shore and off-shore test services, either on-demand or outsourced, including consulting, software testing solutions and training globally, focusing on traditional IT, mobile, cloud and internet of things platforms.

The expertise of Testhouse's 500 staff across four continents, our innovations, and strong global partners ecosystem, which includes Microsoft, IBM, and HP provides the knowledge and solutions to fill the largest gap in the testing industry identified by business leaders.