



Retail Testing

QA
Services

Success Story

Client

The largest specialty retailer of men's suits and the largest provider of tuxedo rental product in the U.S

Application Overview

A web-based retail application suite including POS, e-Commerce, Custom Application, Warehouse Management and Logistics.

Business Challenges

- Client faced challenge in automating barcode reader and Promotion systems
- During promotions, their website crashes due to sudden spike in traffic which impacts their sales.
- Checking 400 + products in production environment on daily basis to ensure the pages are not broken (this may directly affect the business).
- No automation done in PoS application and the testing was completely manual.

Testing Challenges

- Lack of time to execute regression test suite.
- Challenges in measuring the test coverage / effectiveness.

Requirement

- Validate four web based retail applications: PoS, e-commerce, Warehouse management, and Logistics to ensure stability under different load.
- Identify and automate test scenarios of the "Online Retail PoS".
- Automate the process of barcode scanning and validate the promotional activities through automated script execution.
- On - demand QA to execute regression suite.
- Measure test coverage and effectiveness.

Our Approach

- Thorough understanding of application's functionality with respect to transaction flows and detailed KT Session.
- Develop scripting using HP QTP scripts using Hybrid test driven approach.
- Convert test cases into automation test scripts and maintain the centralized test repository in HP QC and execute the scripts in batch mode.
- Provided framework level script execution training to Client end QA engineers.

Application

Web based retail application suite

Services Offered

Functional Testing | Performance Testing | Regression Testing | ADA Testing | UI Testing | Test Automation | UAT/ Production Testing | API/Web Services Testing | Database Validation

Domain

Retail

Tools

Test management: ALM | Functional Testing: UFT, HP QTP | ADA Testing - JAWS | Performance testing tool: Load Runner| Quality Centre | Selenium, Java, IBM Web Sphere, Oracle 11g & Distributed Order Management / Warehouse Management

Key Highlights

- Reduced test execution time by 66%
- Provided 100% coverage of regression test automation using our customizable iSAFE framework

- Create check-lists to ensure the application's functionality and prioritize test coverage.
- Ensure sufficient coverage and improve quality of test design.
- Create test plan that includes test schedule along with milestones.
- Identify test cases for Automation.

Our Solution

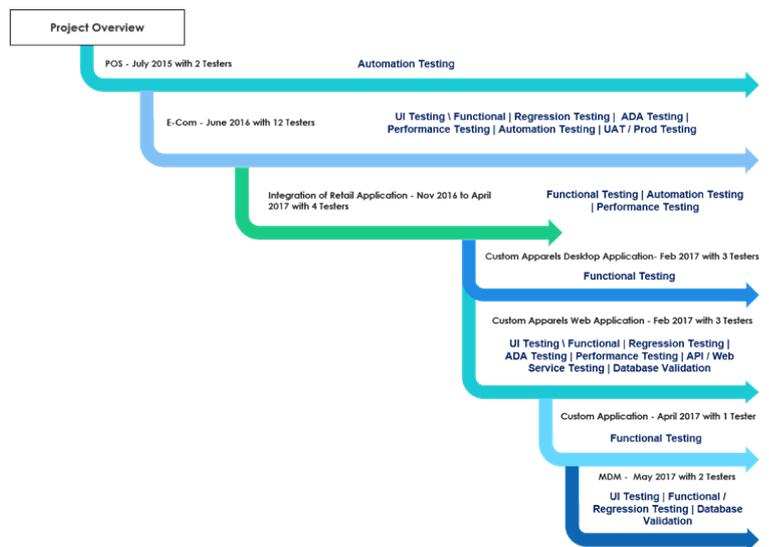
- Adopted hybrid driven approach to achieve automated test execution in multiple brands.
- Customized iSAFE – Test Automation Framework according to the requirement Performed exploratory testing for application flow.
- Integration validation of application to verify compatibility issues.
- Implemented Load Balancer method that distributed application traffic across servers.
- Performed load testing of two retail web application & Mobile application for 1500 concurrent users.
- Built 300 effective automated reusable test functions.
- Automated Validation of the business critical scenarios in multiple browsers / multiple devices including iOS and Android OS. This is done in production environment on daily basis.
- Performed compliance check on Web Content Accessibility Guidelines (WCAG) 2.0.

Metrics

- 200 critical business scenarios were automated.
- 900+ defects were found out of which 160 were show stoppers.

Our Value Adds

- Increased user base by making the application comply with Web Content Accessibility Guidelines (WCAG) 2.0.
- Achieved 99% DRE (Defect Removal Efficiency) in every production release.
- Provided 100% coverage of regression test automation using our customizable iSAFE framework.





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