



Case Study on Automation solution using QTP for a leading MNC

Customer confidence through Proven Expertise



1. Customer Details:

As a leading MNC and business innovator, customer helps clients achieve extraordinary results from their customer relationships, business operations, and technology. Leveraging a unique approach, breakthrough thinking, and disciplined execution, it leads its industry in delivering the right business results on time and on budget. It works with clients that are driven to make a difference, including BP, Essent Energie, Harrah's Entertainment, Hilton International, Janus, National Institutes of Health (NIH), Sony Electronics, the U.S. Marine Corps, and Verizon.

2. Business Problem

Challenge 1

Within 1 month duration CresTech had to automate 35% of total TestCases with no Framework available, team having no experience in Automation. Entire Automation Solution had to start from scratch. Script Building had to be scalable and fast in order to meet end customer schedule and quality. Also the Complete integration had to be done on Mercury Quality Center.

Challenge -2

Team consisted of core Black-Box Tester who did not any knowledge on QTP as a automation tool and no prior experience in scripting.

2.1 Application/ Product details

- **Expert:** *The online expert software is a web based program that will allow you to send mortgage applications to and receive responses from financial lenders almost instantaneously while connected to the internet. The expert software is also integrated with other 3rd parties including credit reporting agencies and insurance providers.*
- **Express:** *A dynamic end-to-end solution for automated mortgage origination and processing. Architected specifically for Canadian lending institutions, express™ provides significant improvements to the quality and timeliness of your business service delivery. Business rule driven 'directed workflow', results in sizeable productivity gains. All this, while you manage your business more effectively through informative management reporting.*



2.2 Technology Environment:

Development Environment: J2EE, JSP

Automation Tools: QuickTest Professional 9.0, Quality Center 9.0

3. CresTech Solution

3.1 Approach:

CresTech followed a Phased approach.

Phase-1- Planning and Training

Phase-2 – Automation of Scripts, Creating Sanity and UtilityScripts

Phase-3-Testing, Execution and Integration with Quality Center

3.2 Engagement Model

Team of CresTech which was primarily Automation Experts in QTP and Black-Box Testing Team from the client. CresTech team was responsible for designing Automation Strategy and Planning, training the Core Black-Box testing team to ramp them up on QTP and handling Client interactions.

3.3 Test Process / Strategy Used

Phase-1- Planning and Training

- *Setting up Automation TestPlan and Strategy and estimating the time, effort and capacity needed for Automation*
- *Senior Automation Experts started work on the Automation Framework that had to be designed for automation of the existing application Testcases.*
- *Parallely CresTech also started ramping up core team members on QTP. This immensely helped in scaling up the activity for Test Automation once Framework was ready.*
- *Identification of Automation Candidates*

Phase-2 – Creation of Scripts

- *Actual Test Automation for the regression TestBed automation candidates where Automation scripts adhered to Automation Strategy and Framework*



CresTech

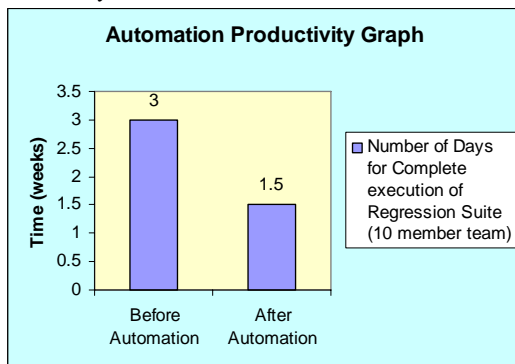
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Phase-3 Testing, Execution and Integration with Quality Center

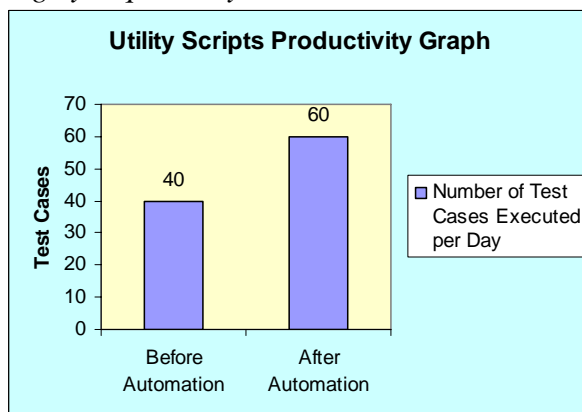
- *Scripts were run independently on multiple machines and Tested for consistency and reliability and exception Handling*
- *Integration of Scripts with Quality Center*

4. Value Add / Benefits to the Customer

- 1. 35% of the Regression Bed Automation.*
- 2. Sanity Test Automation Suite Created helping identify the Bad builds.*



- 3. Utility Scripts created which enhanced the Manual Testing process which increased the efficiency of the team by over 50%. Number of Testcases executed per person increased from 40 TestCases/day to 60 Testcases/ day. Utility Scripts helped in creation of TestData which was hugely required by the team.*



5. Customer Testimonial

The way CresTech team took up the project and increased the productivity of the complete Team was phenomenal. Thanks to CresTech for High Quality – On Time delivery.