Case Study: Quality Assurance

Client Overview
The client, Thomson Reuters, is the world’s leading source of intelligent information for businesses and professionals. Thomson Reuters operates in 100 countries with revenues of over $13 billion. It provides critical information to leading decision makers in the financial, legal, tax and accounting, healthcare, science and media markets. It is ranked #2 for Financial Data Services in Fortune’s World's Most Admired Companies list and has many more recognitions under its belt.

Business Challenges
The client’s customer base subscribes to online data reports of various markets. The client had no formal product life cycle management and software development life cycle. In addition, it was not properly documenting and analyzing defects, testing applications and maintaining standards. As a result, it was difficult to measure the effectiveness of testing and, in effect, the software quality. The company needed to establish a quality assurance (QA) structure that would meet industry standards.

Insigma’s Solution

Approach: Insigma used a global delivery model with four team members on the client’s site and one team member working from offshore for the QA assessment project, followed by four team members on the client’s site and 11 offshore team members to implement the QA project. We implemented established industry-wide best practices in documentation and QA cycle management.

We developed use cases and mapped them to test cases. We measured the testing coverage provided by this mapping and detailed our findings in a report at the end of each testing cycle. We executed 400 test cases and found 100 critical errors. We implemented the new QA process for one complete software development life cycle for the client.

Technical Challenges: During the course of the project, Insigma faced the following challenges:
- Automation tool selection - The challenge was to select the GUI automation testing tool and software quality assurance and governance tool. After careful assessment, we recommended Hewlett Packet Quality Center (HPQC) and Quick test Profession (QTP). We also assessed the potential future risks that the client might encounter by using these tools.
- Another challenge was extracting information from the client’s outdated documents, which had no software design specifications.
- Tool compatibility – Challenges were encountered in determining if HPQC and Bugzilla (the tool currently used by the client) were compatible.

Solution Benefits
The client had the following benefits after implementing Insigma’s recommendations for its QA process:
- Formal product lifecycle management and software development life cycle was established
- The quality of the product has improved with thorough a QA process and wider coverage of testing areas
- Established industry standard QA practices
About Us

Insgima Technology is a global strategic business/IT solutions company working with Fortune 500, midsize, and small companies to bring valued innovation and competitive differentiation to their business. Insigma’s team of IT professionals brings to each client engagement deep expertise and experience across many industries including financial services, healthcare, telecommunications, high-tech, energy and e-government. Insigma has more than 6,000 employees with operations in 31 cities around the world.

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