MAINTAINING STABILITY IN AN ENTERPRISE ENVIRONMENT

Providing quality assurance across multiple applications to ensure uniformity and functionality for a consumer retail company

Challenge

A large consumer retail company wanted to create a new digital experience for their enterprise so that customers and team members could have an integrated experience across multiple platforms.

The applications would be developed by multiple vendors with a single QA vendor providing all business logic, database, and web service functionality. In order to ensure effective delivery, the client needed the Quality Assurance team to verify that a wide scope of functionality was delivered to specification, with a high level of quality and stability.

The Magenic Quality Assurance and Testing team was selected and tasked with providing enterprise-level testing expertise.

Solution

A high volume of tests were executed to validate both service request models and functionality. This testing used Magenic's Adaptive Risk-based Quality (MARQ) methodology to prioritize highest-risk and most critical areas of functionality, ensuring stability down the line for vendor partners and the client. Through the use of automation tools, Magenic implemented a sizeable suite of tests than could be executed daily against new code deployments in order to provide immediate, broad feedback on the stability of the services' most essential functionality. The automated nature of these tests also allowed the team to be confident that new features being developed did not have unforeseen or unexpected consequences on existing functionality, without adding any additional testing resources for the ever-growing coverage needs.

Results

Magenic played a key role in successfully launching eight major releases to production and continues to engage with the client. Additional results include:

- 28% reduction in vendor and client time blocked
- 90% reduction in time spent testing stability of existing functionality
- 98% Critical and High defect escape prevention rate to production
- Went from 0 to 3500+ service tests executed per build (over 1.5 million individual service requests in the first year of testing)
- Agnostic tests can be run on multiple code branches and environment combinations

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