Case Study 5: Test Tool Selection

Test Automation is critical to any ongoing test efforts. Without automation., there is no way that testing can keep up and it is almost impossible to complete regression testing or any sort of Performance Testing. Tracking current status is also difficult.

NVP was recently asked to help identify the best test tool for a company with the following characteristics:

1. Dispersed development shop – some were local; some were remote within the province and some were international.
2. Worldwide customer base (niche market)
3. Quality assurance was also dispersed.
4. Management, sales, support and administration were centralised.

Current issues:

1. Clients had product issues that were being tracked individually by client with no attempt to see if they were the same across multiple clients and whether one fix would solve the problem for many.
2. Developers complained of insufficient information on issues and delays in getting answers for either existing issues or new requirements.
3. Quality Assurance was not seeing fixes returned.
4. Limited budget.

History:

As is true with a lot of products, success came after a number of years of hard work and now that they were successful, the product was threatened with failure because of client dissatisfaction.

NVP Solution:

We could have gone with a full suite of tools to carry out functional testing, performance testing, reporting and communications. The budget was not sufficient to do that, and it was not clear that their would be a positive ROI from all that investment in tools.

We saw a lack of communication and recommended a simple online database-based tracking tool for requirements and issues. The rest of the testing we left for now.

Implementation was almost instantaneous since it was cloud based. The information log jam disappeared immediately. Complaints from all the stakeholders shrank away as the new system began to fill up with the current issues and requirements We did not port most of the issues over from the existing system and just let it run until most were closed or completed and then we moved the rest.

Once we had the system in for a while, we evaluated where the issues were coming from and what would be appropriate as the next steps in test tool selection.

Contact us now to find out how to correctly select a Test Tool.