Testing an Enterprise-wide Production Management/Process Automation System- which fully integrates the core functions of a Process-Outsourcing operation using the Web Platform.

Customer:
Qatalys' Client is a large BPO with presence in USA.

History:
Managing recruitments, training and appraisals as one whole process is a challenging task in any large BPO. At any given time the number of HR requirements could be over a hundred and the task of interviewing, training and assessing every new joinee is a tough one to keep track of manually. Constant assessment of every certified employee is a must and often there's a need for re-training.   What's better than to have one comprehensive software application with an online module that tracks all of these functions, generates reports, offers a recruitment engine, a remuneration tracking facility, an online examinations feature, and facilitates leave management!

Situation Presented to Qatalys:
Qatalys' Client is a leading provider of Knowledge Solutions with production facilities at 10 locations across the globe. The Client has recently developed a Production Management System that is supposed to automate logistics management for receiving, distributing, assigning and executing work packets across the company; automate the production process, ie., Data Entry, Validation, Quality Processes, etc., to facilitate scaling up of operations; enable end to end tracking and reporting of all processes; act as a flexible system to support new lines of business, constantly changing business processes, and custom workflows; and have a Portal Interface. How beneficial is this system? Does it live up to the Client's day-to-day expectations? Qatalys puts it to the test.

Key Challenges:
Creation of manual Test scripts for the entire system
Functional and regression testing by execution of scripts

The Qatalys Solution:
Qatalys provided the following testing services
Test planning
Test case designing
User Interface testing
Functionality Testing
Regression Testing
Installation Testing
Verification of fixed bugs
Defect, Test status, and Bug reporting

The Qatalys Advantage:
Thorough testing of the developed Enterprise wide Production Management system ensured that the Client's Productivity improved by at least 75%
Qatalys' Client has been able to leverage the application to significantly improve profitability
Flexible re-sourcing to meet testing needs based on the requirement

Industry: Knowledge Solutions
Project Size: 15 Person months
Delivery model: Offshore

Technology Used:
C#
ASP.NET
Oracle 8
XML / XSLT
Windows XP

Tools Used:
T.O.A.D.
VSS
Team@work (bug tracking tool)

Key Requirements:
Thorough mapping of all business processes.
Intuitive and User-friendly UI.
Performance.

Key Modules:
Logistics
Product QA
Process QA
HRMS
Data entry and verification
Reports