

- "THE PRODUCT's quality hasn't just met our expectations, it's far exceeded them."

-"General impression it looks very GOOD!!!"

-"We are delighted with the difference THE PRODUCT has made"

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Senior R&D Executive

## Functional and Section 508 Standard Testing for a French Telecommunications Provider

### Customer

**The customer is world's leading specialists in group communications and has earned a reputation as one of the most innovative companies in the industry. The company offers a complete portfolio of business communications solutions: virtual group conferencing for everyday interactive meetings; corporate broadcasts and web seminars and face-to-face meetings for everyday communication and large events. Their innovative communication service allow professionals to conduct effective, efficient virtual meetings and manage real-time events involving participants from anywhere in the world.**

<b>Company</b>	<i>Business Communications Provider</i>
<b>Country</b>	<i>France (headquarters)</i>
<b>Business Domain</b>	<i>Telecommunication</i>
<b>Services Used</b>	<i>Functional Testing, 508 Standard Testing, Documentation Service, Automated Testing</i>
<b>Cooperation Model</b>	<i>QA Outsourcing for a development company</i>
<b>Effort</b>	<i>18 man-months</i>

### Project

A customer-oriented extranet in the Company is a small website that provides targeted content and an easy way of requesting and accessing the Company's services. This site is a very important sales tool that is included when the company pitches for new business. For several years, the client's extranet sites have been developed by professional HTML specialists. A new PRODUCT was implemented to make extranet sites building process easier.

### Challenge

- Project documentation was outdated.
- The customer needed to automate testing of invariable parts of the functionality in order to reduce time efforts i.e. total costs of the testing.
- The customer needed to create a virtual PC laboratory to test the functionality of the application in different environment conditions.
- Communication with the independent development team needed to be facilitated to quickly arrange defects fixing and discuss various questions to enhance the product quality.
- The customer needed to perform tests in real environment conditions: testing of the application deployed on the customer platform was required.
- The customer needed user documentation .

### Solution

To achieve the client's objectives, A1QA testing experts focused on performing different types of tests to ensure that all up-to-date quality requirements are met. To effectively do this, we established the following quality assurance process:

Types of tests used for the product:

- Functionality Testing (Manual and Automated)
- GUI Testing
- Regression Testing
- Usability Testing
- Section 508 Standard Testing
- Online Help Creation (Technical Writing)

Besides, A1QA testing experts used the virtual machines laboratory, tested the product on the customer's production platform and created a set of automation scripts covering mainly invariable parts of the functionality to save the total efforts.

The customer stayed involved in the testing process through the web-based Rational ClearQuest system and used Rational ClearCase as a constant communication tool. A1QA provided the customer with an ability to monitor every testing stage by providing regular updates and keeping track of all requirements and updates.

## Technologies used

- Quick Test Professional (Visual Basic Script)
- Internet Explorer 6.x+
- Rational ClearCase
- Rational ClearQuest (including Rational ClearQuest Web)
- VMWare

## Success

A1QA was identified and certified as meeting the customer's data centre capacity, security, process and resource requirements.

## Benefits

- The product stabilisation phase reduced enormously, which helped to considerably decrease the total project costs.
- The client minimised time to communicate with the development team because A1QA organised cooperation process in a way it was easy to resolve all major questions and arrange the fixing process independently.
- The application handles world-class software quality requirements: user-friendly GUI; accurate, reliable and trustworthy functionality; adherence to worldwide standards (e.g. Section 508 standard).
- A set of automation scripts developed by our test automation specialists helped reduce the total testing efforts under the project up to 26%.
- Time and cost reduction: saving potentially expensive rework by catching defects prior to production.
- The customer appreciated our ability to work on short notice and still works with us on an ongoing basis.