

## Complex Testing of a Mobile Network Operator's Website

### Customer

The customer is an Estonia-based mobile network operator offering a wide range of services that can be activated via the Internet.

<b>Company</b>	<i>Mobile Operator</i>
<b>Country</b>	<i>Estonia</i>
<b>Business Domain</b>	<i>Internet-based Mobile Telecommunications Services</i>
<b>Services Used</b>	<i>Complex Testing (Functional, Security, Localization, Compatibility, Usability, and Accessibility Testing)</i>
<b>Cooperation Model</b>	<i>Independent Software Testing and Quality Control (before production deployment)</i>
<b>Efforts</b>	<i>4 man-months</i>

### Project

The project involved development of a self-service environment on the Internet to provide qualified online support for individual and corporate clients. The environment was designed to allow the operator's clients to purchase mobile service packages, make payments through Internet banks, connect to various services, and order mobile phone settings.

### Challenge

The customer referred the product to A1QA for independent testing and evaluation before deployment to the production platform.

The main task of the QA team was to test and analyze the quality of the product by various criteria and carry out an expert evaluation to determine if the product is ready for public use.

### Solution

To provide a comprehensive evaluation of the product quality, A1QA suggested full testing of all product zones and areas related to subscriber service and maintenance.

To ensure that subscribers operating in different environments can efficiently use the application, the QA team offered the following services:

- Functional testing
- GUI testing
- Security testing
- Localization testing
- Compatibility testing on different browsers
- Usability testing
- Accessibility testing

### Technologies used

**Browsers:** IE6.0, IE 7.0, FF2.0, FF1.5

**Project management tool:** MS Project

**Defect tracking system:** Bugzilla

### Success

- The customer received a detailed evaluation report on the quality of the application, including evaluation analysis of the product's constituent parts and

functional units, which reduced the number of improvements and changes required before deployment of the application to the production environment.

- Careful scheduling and smooth cooperation between A1QA and the customer were the key factors that allowed the QA team to complete the project on time and within budget.
- Extensive experience in test procedures enabled the QA team to work efficiently using remote access to both the application and defect tracking system. A1QA was solely responsible for all test activities and delivery of the test results to the system on the customer's side.
- The test team developed a complete test documentation package (summary reports, test cases, quality evaluation).
- The customer highly appreciated the ability of the QA team to adjust to the tight project schedule, independently analyze project requirements, promptly complete all expedient activities, and submit clean-cut results on time.