

## Functional and Section 508 Standard Testing of a Business Communication Solution

"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."

Dimitri Bourdon  
Senior R&D Executive

### Customer

The customer is one of the 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, web seminars, and face-to-face meetings for everyday communication and large events. The customer's innovative communication services 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>Duration</b>	<i>6 months</i>
<b>Efforts</b>	<i>18 man-months</i>

### Project

The project concerns a small customer-oriented extranet site that provides targeted content and allows requesting and accessing the company's services in a simple way. This site is a very important sales tool that is used when the company pitches for new business.

For several years the customer's extranet sites were developed by professional HTML specialists. To facilitate the extranet building process, the customer implemented a new product.

Another distinctive feature of the project was supporting of two databases types – MSSQL and Oracle – by simply changing connection settings for the executable file of the product.

### Challenge

- The project documentation was outdated.
- The customer made a request for automated testing of invariable parts of the functionality to reduce time efforts, i.e. the total cost of testing.
- The customer needed a virtual PC laboratory to test the functionality of the application in different environment conditions.
- The customer requested tests in real environment conditions, i.e. testing of the application deployed on the customer platform.
- Efficient ongoing communication with the independent development team was required to facilitate defect fixing, solve various project issues, and finally enhance the product quality.
- The customer needed user documentation.

## Solution

To achieve the customer's objectives, A1QA testing experts focused on different types of tests to ensure that all up-to-date quality requirements are met. The quality assurance process included the following activities:

- Functionality testing (manual and automated)
- GUI testing
- Regression testing
- Usability testing
- Section 508 Standard testing
- Online help development (technical writing)

Besides, A1QA testing experts used a 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.

## Technologies used

**Browsers:** Internet Explorer 6.x+

**Automation tools:** QuickTest Professional (Visual Basic Script)

**Defect tracking system:** Rational ClearQuest (including Rational ClearQuest Web)

**Version control system:** Rational ClearCase

**Emulation software:** VMWare

## Success

- A1QA succeeded in meeting the requirements of the customer's data center for capacity, security, process, and resources.
- The product stabilization phase reduced enormously, which helped to considerably decrease the total project costs.
- The client minimized the time for communication with the development team because A1QA organized the cooperation process in such a way that it was easy to resolve all major questions and arrange the fixing process independently.
- 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 the ability to monitor every testing stage by providing regular progress reports and keeping track of all requirements and updates.
- 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 cooperates with us on an ongoing basis.