Shinetech Software, Inc. | Global Client Case Study

SHINETECH
SOFTWARE

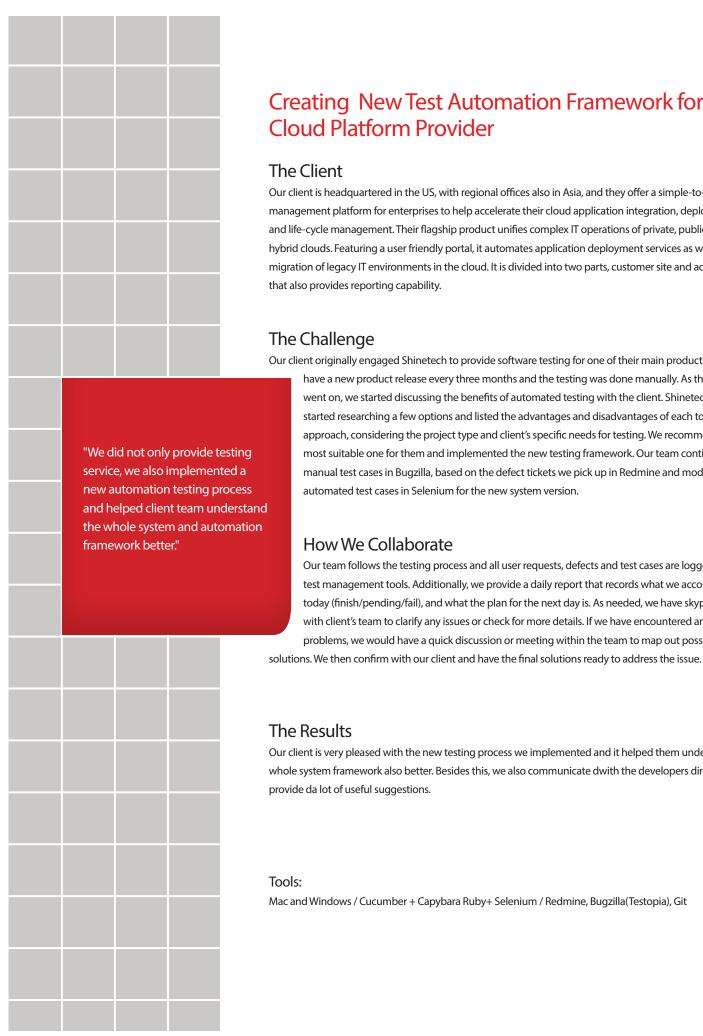### Automated Testing Framework for a Cloud Service Provider

Our client originally engaged Shinetech to provide software testing for one of their main products, a cloud management platform designed for enterprises to help them with application deployments to the cloud. They have a new product release every three months and the testing was done manually. Shinetech team started researching options for adding automated testing and listed the advantages and disadvantages of each tool and approach, considering the project type and client's specific needs for testing. We recommended the most suitable solution and implemented the new testing framework.

Creating New Test Automation Framework for a Cloud Platform Provider

The Client

Our client is headquartered in the US, with regional offices also in Asia, and they offer a simple-to-use cloud management platform for enterprises to help accelerate their cloud application integration, deployment and life-cycle management. Their flagship product unifies complex IT operations of private, public, and hybrid clouds. Featuring a user friendly portal, it automates application deployment services as well as the migration of legacy IT environments in the cloud. It is divided into two parts, customer site and admin site that also provides reporting capability.

The Challenge

Our client originally engaged Shinetech to provide software testing for one of their main products. They have a new product release every three months and the testing was done manually. As the project went on, we started discussing the benefits of automated testing with the client. Shinetech team started researching a few options and listed the advantages and disadvantages of each tool and approach, considering the project type and client's specific needs for testing. We recommended the most suitable one for them and implemented the new testing framework. Our team continued to do manual test cases in Bugzilla, based on the defect tickets we pick up in Redmine and modify the automated test cases in Selenium for the new system version.

> "We did not only provide testing service, we also implemented a new automation testing process and helped client team understand the whole system and automation framework better."

How We Collaborate

Our team follows the testing process and all user requests, defects and test cases are logged in the test management tools. Additionally, we provide a daily report that records what we accomplished today (finish/pending/fail), and what the plan for the next day is. As needed, we have skype calls with client's team to clarify any issues or check for more details. If we have encountered any problems, we would have a quick discussion or meeting within the team to map out possible solutions. We then confirm with our client and have the final solutions ready to address the issue.

The Results

Our client is very pleased with the new testing process we implemented and it helped them understand the whole system framework also better. Besides this, we also communicate dwith the developers directly, and provide da lot of useful suggestions.

Tools:

Mac and Windows / Cucumber + Capybara Ruby+ Selenium / Redmine, Bugzilla(Testopia), Git