

About the Customer

Established in 1994, Vitria leads the market with a new breed of service-oriented business applications (SOBAs) called business process applications (BPAs). Based on flexible service-oriented architecture (SOA), these BPAs automate and simplify the management of critical, complex processes that span multiple systems.

Today, Vitria is the only company that offers a complete business process solution for healthcare, telecommunications, financial services and manufacturing/supply chain. It helps customers dramatically improve strategic business processes across systems, people, and trading partners.

Background & Business Drivers

Business Process Applications (BPAs) are an innovative new class of service-oriented business applications (SOBAs) that help businesses automate and simplify the management of critical, complex enterprise business processes.

Vitria's Business Process Applications combine business process integration infrastructure with specialized application frameworks and industry-specific knowledge and component packs to enable customers to solve specific problems and improve business performance with less ramp-up time and cost than required by other industry solutions.

Vitria decided to outsource the testing of their application in 2000 and chose Interra as its offshore partner.

InterraIT's Value Proposition

Interra understood the challenges faced by Vitria in meeting the quality objective of product and solution in short release cycles. Following are few of the strengths which helped Interra to deliver successfully:

- Automation methodology using different standard and in-house developed tools
 - Functional testing automation
 - System testing automation
 - Performance testing automation
 - Automation Metrics
 - Transaction comparison
 - Transaction profiling
 - Throughput
- Test case risk assessment
- Correlation Analysis for different testing to draw interferences

Scope of services & Solution

The testing scope included testing of Core BusinessWare Components, 3rd party Application Connectors and IBM Mainframe Connectors for

- System Testing
- Bug Fixing & Verification
- Regression Testing
- Sanity Checks for patches & Installer
- Replication of Tests in NT/ Solaris/ HP-UX/ AIX/ Linux

Regular status meetings were conducted via XO conference calls to ensure there were no communication gaps and quality deliverables were provided in time.

Business Challenges

There were multiple business challenges for Vitria testing project, few of them are:

- The release cycles are driven by end market requirements and are always short on timelines. Being a product which is supported on multiple platforms and interacts with tens of end points, it was critical to strategize for proper testing
- Specific and dedicated test lab was required to test the different combinations before release and certification. The simulation of different end user scenario was required to verify the bug fixes.
- The domain specific solutions testing e.g. Healthcare, Telecom requires complete understanding of transaction processing and order processing in compliance with different standards of EDI and HIPAA.

Following are few of the technical challenges:

- Product - a complex combination of components
- Testing and Releases on multiple platforms
- Requirement for Reverse Engineering
- Functional expertise in 3rd party software
 - Clarify, Remedy, Portal, Vantive

Pay offs (Benefits to Customer)

Testing:

- Unit Testing
- System Testing
- Bugs – identify and fix

Apart from different types to testing to ensure the best quality of product delivery, InterraIT also helped Vitria by increasing the automation coverage of test cases and knowledge base intranet site development:

- Numerous tools & utilities are developed and used in the project for automation
- In-house developed Intranet site full of technical and functional information covering all applications

Technologies

- Java, CORBA
- Web Servers – IPlanet, Apache, IIS
- 3rd Party Applications - Clarify, Remedy, Portal, Vantive
- Application Servers – IPlanet, WebLogic, WebSphere
- Platform/Hardware:
 - Microsoft Windows NT/2000
 - Sun Solaris
 - HP-UX
 - IBM AIX
 - Linux