

Largest Provider of Integration Appliances

Project: Testing of appliance based EAI product

About the Customer

The customer is the largest provider of enterprise integration appliances. Its Integration Appliances eliminate the cost and complexity associated with traditional software-based integration tools. Due to the built-in simplicity of its appliances, the customers complete integration projects in days and for less than 20% of the cost of traditional software-based alternatives.

Background & Business Drivers

The customer decided to outsource the testing of its integration appliance application and chose InterraIT as its offshore partner. The prime reason for outsourcing the testing services was to have an extended engineering team consisting of product testing experts at a low cost. InterraIT has a well-defined and mature methodology to establish an ODC, which has been successful in catering to customer requirements for providing quality IT services at lower costs through a dedicated delivery model.

The customer development team was working on multiple product releases and hence the QA of the product was integral to the success of the company. InterraIT exhibited competency in providing full scale testing services to the customer and proposed to setup a separate testing lab exclusively for testing customer's product.

InterraIT's Value Proposition

Some of the unique strengths that helped InterraIT deliver successfully were

- Ready availability of EAI resources who were experts in the domain and were proficient in QA testing
- Proven cost effective specialized offshore delivery model - ODC
- Expertise in QA products used for automation testing
- Successful prior execution of EAI testing projects and best practices established during those engagements

Scope of services & Solution

The customer provides a pre-configured solution for each of today's leading enterprise and On-demand applications. These solutions which were built using their Integration Appliance, offered out-of-the-box connectivity to specific applications and pre-configured templates for the most common integration scenarios.

InterraIT quickly assumed major responsibility of driving the QA processes and testing on all major and minor releases of the application. Technically, the project involved testing the application on various Databases (Oracle, SQL Server, Sybase, Informix, DB2/ UDB,

DB2/ AS 400, MySQL, Sequelink), MQ, SAP, WebServices, HTTP, HTTPS, FTP, SFTP, Email, MIME. The QA team also had to perform product testing on different versions of the endpoints, with and without encoding.

A Test Lab simulating the production environment was quickly setup exclusively for testing the application on the above databases. The QA team also setup different automation mechanisms depending on the scenario including:

- QTP based Automation
- Perl based Automation Harness

The QA team performed the following testing:

- Feature testing
- Stress Testing
- Performance Testing
- Longevity Testing
- Customer Use Cases
- Migration Testing
- Installation Testing
- Upgrade Testing
- Platform Testing
- Exploratory Testing
- Regression Testing

InterraIT also drove the QA release cycle multiple times from planning to execution stage for both - InterraIT support team (offshore) as well as Customer development team (onsite). This included defining QA processes and action plan for releases.

Business Challenges

The engagement posed many challenges, the major ones included

- There was insufficient existing documentation on the application. The core team initially travelled onsite and worked with the development team and gained knowledge on the product. A training plan was developed to induct new resources into the team.
- Delivery schedules were extremely tight considering the business impact of the application. Multiple releases and patches were often running concurrently within demanding timeframes. The date of availability of the release was already published to the end customer and QA cycle needed to be shortened when development cycle stretched.
- The customer's product needed to be certified on multiple endpoint versions. Lab

virtualisation had to be achieved by setting up a dedicated test lab with multiple endpoints and integration appliances which was extremely challenging.

Pay off

InterraIT worked on releases starting from 2.3.x version onwards of the product and helped the customer successfully meet its tight release deadlines every time. Some of the benefits to the customer included

- The customer leveraged InterraIT's ODC model to keep its costs low and improve product quality at the same time
- The customer witnessed an increased business users satisfaction level and application stability

Technologies

Hardware

Platform

- IA3000, iA3000HA, iA2500, iA1000