

Functional Testing of E-Learning Solutions Provider



Overview

An E-Learning solutions provider is delivering innovative solutions in education sector and earlier due to their business challenges used part time developers and most of the testing is done by them with very little focus. This has created a problem to the company and its brand image as the end users didn't trust the product due to lack of quality. As the business started growing the company has focused on the quality and Nexgile has worked with the client to improve the quality of the product.



Challenge

Client has used an iterative development model and at the start of the iteration requirements are shared for both development and testing. As the part-time developers did most of the testing with little time left out at the end of the iteration. With the lack of focused testing, the defective product kept rolling to the production.



Solution

Nexgile has established a QA process taking the priorities of the client to improve the quality. We performed the below steps:

- Made the Client's Product Manager as a single point of contact to understand the product and routed requirements through the manager to provide all clarifications
- Taken the requirements from client at the start of the iteration and developed test plan which includes Functional scope, test strategy, test schedule, Requirement Traceability Matrix for that iteration
- Created test cases based on the features planned and requested the developers to push the features to test environment as soon as it is completed. Then we tested those features and provided the bugs with detailed reports
- Requested to spent the significant amount of time by developers to spend in fixing the issues and provided insights for the developers to write more standardized code
- Shared weekly reports and the total bugs report for the iteration has helped the Product Manager to understand the efforts and expedite the release cycle



Key Benefits

- 97% of all major defects were identified during the initial stages
- Suggestions provided by us helped the customer to improve the quality and usability
- Increased customer satisfaction and experience
- Expanded customers base and revenues