

Industry:
Legal

Seapine Products:
TestTrack Studio
(TestTrack Pro and TestTrack TCM)

“Because of our rapid growth and the product changes required by the industry, proper QA would have been harder to achieve without TestTrack TCM.”

Krisi Novak
QA analyst

Creative Data Solutions

Creative Data Solutions (CDS) provides robust and scalable case management solutions for local, state, and federal governments. Because its DuProcess® products offer a high level of customization, CDS sought a streamlined testing approach. As the organization grew and the feature set expanded, the need for an organized and structured testing approach became a priority. To ensure quality products are delivered, CDS implemented TestTrack TCM to assist the company’s testing process.

Situation

As a small company, Creative Data Solutions, Inc. (CDS) is devoted to providing quality products to its clients. Besides installing the products, CDS continues to provide customers with innovative updates by delivering service packs every six months.

While CDS offers comprehensive and complete solutions, each individual client receives a configured solution. The flexibility offered by the DuProcess® product suite is a unique and desired feature; however, it means that no two customers use the software the same way. As a result, CDS’ testers need to spend additional time testing a service pack’s effect on both standard and customized versions of the product.

To ensure quality, testers manually performed regression testing. CDS sought a solution to organize and include all required tests into a logical testing environment. CDS needed a structured methodology to accommodate its unique testing situation and to standardize its testing process.

As the company grew, the need for an orderly solution became more apparent. Since the products’ customizations vary, CDS recognized that its testing environment needed to develop further to avoid potential risks.

One potential risk was having developers work on previously resolved tasks. Such re-work could create delays and potentially cost CDS and their clients increased down time and lost revenue. In addition, these delays could result in a loss of customer confidence. Since CDS’ reputation is based on quality products and service, this risk could be particularly damaging.

“To continue to provide quality products and grow as a company, we recognized that the situation needed to be improved,” says Krisi Novak, QA analyst, CDS.

Solution

CDS was already using TestTrack Pro to manage defects. When it came time to consider a test case management application, CDS evaluated TestTrack TCM first and then looked no further.

A key point in its decision was that TestTrack TCM is built on TestTrack Pro’s easy-to-use interface. In addition to the familiar interface, TestTrack TCM is tightly integrated with TestTrack Pro. “TestTrack TCM saved us a great deal of time setting up test cases by streamlining our current processes,” says Novak. “We can easily assign and monitor test runs. By using TestTrack TCM, we can enter a defect from a failed test run with the click of a button. The system fills in all the pertinent data automatically. We just add a few details, and we are able to begin the next testing task.”

Due to the nature of CDS’ business, implementation had to be easy. CDS did not have the time for a complicated, lengthy process. TestTrack TCM fit the bill perfectly. The same day CDS received TestTrack TCM, the software was up and running and Novak was writing test cases.

Because of the success of CDS’ flagship DuProcess® product suite and the company’s anticipated growth, CDS needed the test case management product to be scalable. As a testament to this growth, CDS had five times as many people writing test cases a few months after the TestTrack TCM installation. TestTrack TCM handled it all without a hitch.

Through TestTrack TCM, CDS enjoyed the best of both worlds. The company received a solution that installed with ease and scaled as CDS grew.

Results

After the testers centralized tests in TestTrack TCM, they had a more organized and structured view of the application and their testing efforts.

Now, CDS is confident that every area is tested before a service pack is released. QA can test custom versions of DuProcess® by grouping and storing tests for the custom screens in separate folders. They also perform functionality tests for customers who have requested new features. Accounting for all the combinations of environmental factors might seem like a daunting task, but CDS is able to successfully complete this task with TestTrack TCM’s assistance.

With TestTrack TCM in place, CDS has reduced the amount of time spent creating test cases for new service packs. “Through the inclusion of TestTrack TCM, we have streamlined our process,” says Novak. “TestTrack TCM saves us time and money.”

With TestTrack TCM, quality, product knowledge, and communication all improved. Tests document every area of the application, and new testers can quickly learn all of the DuProcess® products’ functionality. Because all the tests are stored together, everyone has a clear view of the status of the testing effort.

The results for Novak are clear: “We needed an organized and structured test case management solution. TestTrack TCM satisfied our needs and helped us grow.”