

ISB AG Accelerates Software Development with Seapine's TestTrack

Until recently, ISB AG—a subsidiary of German IT services provider Fiducia—used nearly a dozen bug tracking applications to develop and implement complex database-driven information systems. As a vendor-independent solution partner, ISB had to define and implement a bug tracking solution for each new project. The process slowed project setup time to a crawl.

Highlights

Industry

IT Services

Challenge

Simplify quality assurance processes and reduce project setup time.

Solution

TestTrack

Benefits

- Cut project setup time by 80%
- Reduced defect liabilities to below 3% of business volume
- Increased control over projects
- Reduced training time from two days to near zero
- Improved negotiation position

“We had massive setup times for new projects,” said Oliver Reiniger, Quality Manager, ISB. This was especially painful on small projects, where setup time frequently consumed nearly half of the development time. This setup complexity delayed delivery to the customer and hurt project profitability by adding overhead that really had no value for the customer.

Until recently, ISB AG used nearly a dozen bug tracking applications.

Over time, one bug tracking application rose above the others: Seapine Software's TestTrack. It was not a choice so much as an evolution.

Survival of the Fittest

“We did not actively decide to use TestTrack,” Reiniger said. “TestTrack was one of about ten bug tracking applications in use by projects. But it emerged as a ‘best practice’ and became a standard.”

ISB developers first started using TestTrack Pro in 2004. By 2007, it was used for the majority of projects, and by 2010, ISB added TestTrack RM for requirements management and TestTrack TCM for test case management.

"In 2011, we had the first TestTrack project that involved implementing ITIL-based event-, incident-, problem-, and change-management processes, including procurement requests in TestTrack," Reiniger said.

TestTrack's ease of use was one reason it became a standard. ISB has a team of two people managing more than 100 TestTrack projects for about 150 internal users and 400 customers.

"Most of TestTrack's functionality is self-explanatory," Reiniger said. "Our customers use TestTrack via the web interface and there is little need for training."

Currently, 90 percent of ISB projects use TestTrack Pro as a bug tracking tool. TestTrack is also ISB's internal help desk application. For projects facing regulatory requirements, ISB developers also use TestTrack RM and TestTrack TCM.

"Setup time for new software development projects was reduced from more than two weeks to less than two days."

Oliver Reiniger
Quality Manager, ISB AG

Immediate Benefits

With TestTrack, ISB's management has much more control over projects during the test and rollout phase, providing an immediate benefit to the company.

"The first reports on test results, fix rates, and pending customer tests improved our negotiating position a lot during acceptance," said Reiniger.

TestTrack has delivered substantial time savings beyond project setup, and has increased productivity.

"TestTrack, together with other measures like software development methodology definitions, reduced defect liabilities from five percent to below three percent of our business volume," Reiniger said. "Setup time for new software development projects was reduced from more than two weeks to less than two days. And training for defect tracking tools within the projects was reduced from about two person-days to almost zero."

Reiniger was particularly happy about the way TestTrack fit with their work in regulated environments. "When I used TestTrack for the first time in a validated environment, I was very pleased that TestTrack met all the requirements for a defect tracking tool in the context of computer system validation (CSV)."

Thanks to Seapine's TestTrack, ISB can now start on projects sooner, finish them faster, and deliver greater quality to their customers.