

Industry:
Insurance

Seapine Products:
TestTrack Studio (TestTrack Pro
and TestTrack TCM), QA Wizard Pro

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instead of a week.”*

Justin Howard
Test Manager

Swiftcover.com

Swiftcover offers car, travel, and pet insurance online and is Britain’s only insurance company without call centers. To succeed, they must update and enhance their Web site regularly, but regression testing presented a challenge. Using QA Wizard Pro and TestTrack Studio, Swiftcover cut their testing time in half while still providing the quality their customers expect.

Situation

Because Swiftcover does not have call centers, their Web site is not just an information resource for customers; it is their store, insurance agent, and claims center as well. The site has to work properly, or Swiftcover loses customers and revenue.

When changes are needed, the development team must make them quickly, because delays mean increased support calls and costs.

Swiftcover’s developers update the code weekly. In the past, the regression testing took a week to perform manually, effectively doubling the update time.

As Swiftcover grew and added new features to their Web site, they knew that they could not continue to perform regression testing this way.

Solution

Swiftcover spent several months reviewing everything from free tools to large commercial automated testing solutions. Many testing solutions were expensive and difficult to implement. “Large organizations can spend entire budgets on tools,” says Justin Howard, test manager, Swiftcover.com “We do not have that luxury.”

Other products were so complicated that they required a great deal of ongoing effort from testers to remain proficient. Ease of use was essential because the frequency of site updates did not allow for a long implementation schedule.

Swiftcover selected QA Wizard Pro for its combination of power, flexibility, and ease of use and TestTrack Studio for its integrated test case and issue management.

Results

According to Justin, QA Wizard Pro has been essential to Swiftcover's success. "If we had not implemented QA Wizard Pro when we did, we would be months behind now."

With Seapine's tools in place, employee productivity and efficiency have soared. "We can now perform our regression testing in two days instead of a week," says Justin. "With QA Wizard Pro, eight testers can perform the work of 15 to 20."

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QA Wizard Pro allows Swiftcover to increase its profits and revenue because the Web site updates are released more quickly. This rapid turnaround also enables them to continue to innovate quickly and get to market faster than the competition.

Swiftcover can now document changes more easily because all the information about defects and enhancements is stored in TestTrack Pro. Developers do not have to piece together the details of a release manually from multiple sources.

Test cases and scripts are conveniently organized in TestTrack TCM so the entire QA team can see the current testing status. The test cases also include all the corresponding scripts. This means testers can go to a single location to write their tests, schedule and run their scripts, and review their results. This centralized data propelled their productivity to new levels.

The integration between the tools means the scripts run unattended and automatically create defects if necessary. As a result, QA analysts can spend more time on complex testing instead of tedious regression testing.

"So much of success boils down to time," says Justin. "You can't get it back. QA Wizard Pro and TestTrack Studio allow us to be more profitable because we do more in less time."