

Infogain's solution increases the efficiency and resilience of leading mobile solutions provider's mobile commerce platform



The goal: To decrease dependence on developers for User Acceptance Testing and minimize the likelihood of bugs in the client's mobile commerce platform

Background

The client is a global leader in providing mobile solutions through its mobile commerce platform to a wide array of customers worldwide. This innovative platform enables mobile phone users to access a host of commerce related services and provides the ability to make remote payments securely with the convenience of their mobile handsets. The mobile commerce system allows each registered user to create a virtual payment account or "mobile wallet". The system's various access mediums - including USSD, SMS, STK and Web - enable customers to utilize the services provided through various telecom companies.

Business and Technical Challenges

The client had established a mobile commerce system that enabled the use of mobile phones for various services where a virtual amount could be used. The lack of a dedicated testing team to look for bugs and implement fixes as situations arose caused havoc in the development timelines, with developers often being pulled of tasks midstream to perform user acceptance testing (UAT). This, plus tight timelines that made it difficult for the client to complete comprehensive testing prior to sending code to customers, impacted customer experience.

To increase customer satisfaction and improve product quality, the client needed to meet the following objectives before successfully implementing the platform:

- Decrease in percentage of bugs
- Ensure modules would be delivered in a timely manner for UAT
- Fix production issues
- Implement proper monitoring of the product

Solution & Scope of Work

Infogain delivered a manual testing framework, with full documentation of the deliverables associated with the project and its process. Infogain's deliverables to the client included the following:

BUSINESS BENEFITS

- Error-free software delivery
- Client satisfaction and trust
- Well defined quality of services

TECHNICAL BENEFITS

- User Acceptance Testing
- Early bug detection & resolution
- Established testing framework for ongoing test management

INFOGAIN BUSINESS DIFFERENTIATORS

- Established and proven testing processes
- Mobility related expertise
- Skilled integration and support teams

TECHNOLOGIES & INTEGRATIONS

- Java Version 1.5 and higher
- Jsp
- Servlet
- Tomcat6
- Spring Core
- Hibernate 3.0
- Struts 2
- Sitemesh
- Oracle 10g
- Red hat linux advanced server 4.0

- Test Plan
- Test Strategy
- Test Cases
- Test Execution Reports
- Bug Detail Report

Infogain sent in a team with the required mix of both testing and domain expertise to handle the business needs of the client. The resources worked with the mobile commerce platform, which involved the transaction of money with different access media including STK, USSD, and SMS.

The testing team worked in parallel with the development team and the business analysts to detect bugs in the early stages and push fixes immediately.

Key Benefits

Using Infogain's solution, the client delivered its innovative mobile commerce platform fully tested, bug-free and with an established process for identifying, communicating, fixing, testing and approving fixes for future updates and enhancements to the system.

The issues that existed due to lack of a testing team were resolved by the implementation of a formal testing framework. Documentation of the deliverables also helped in making the software sturdy due to early detection of bugs and implementation of fixes in the early stages.

The testing framework decreased the load of the development team members who were previously responsible for UAT. Hence they were able to focus their attention on delivering solutions to meet the business needs of their clients.

Why Infogain?

The client chose Infogain as its solution provider based on Infogain's expertise in testing and its grasp of the mobility domain. Infogain delivered the client a comprehensive solution that enabled the release of its mobile commerce platform. The client was looking for a solution provider who would step up and take control of the testing process and Infogain presented a customized solution that aptly fit the client's needs.

For more information on our services and solutions, please visit www.infogain.com.



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