



sqs.com



CASE STUDY – SPORTS BETTING

Betting World

Agile Testing

Background

Betting World Proprietary Limited has provided sports betting services since 2000 and is headquartered in Durban, South Africa. The operator offers betting and gaming services via retail, internet, mobile and telephone. With over 50 existing retail betting outlets across South Africa, and other parts of Africa, the chain has ambitions for further local and international expansion.

Betting World relies on robust IT systems and infrastructure to generate sales through its various betting channels. Cerino, a national software developer and a wholly owned Betting World subsidiary identified an opportunity both locally and internationally for an enhanced commercial betting system. Cerino engaged a specialist digital marketing company, SA Web Design, to develop the new system. Called iBOS (innovative betting operation system), the system captures and manages risk more effectively than previously, enabling the company to continue with its strategic growth objectives.

The betting system supports all daily operations and so software quality and reliability are key. SA Web Design engaged independent testing consultancy SQS South Africa (SQS) on Cerino's behalf to provide Agile testing and automated testing services.

Challenge

An earlier project to develop a new betting system had been cancelled due to defects and software quality issues during rollout, consequently the Betting World team adopted a cautious, low-risk and low-cost approach to the iBOS project design.

Betting World identified the key benefits of the new commercial betting system as improved efficiency and speed at the Point of Sale. The system needed to be reliable and high performance and following a successful pilot, Betting World intend to market iBOS to other betting operators in South Africa and internationally.

Together with SA Web Design, Betting World sought an Agile design and development environment to ensure risk mitigation through pro-active and collaborative quality assurance.

The development team also favoured engaging a specialist and independent testing partner to bring impartiality and expertise to the project, and ensure a defect-free go live. The testing partner needed to offer testing services, training, automated testing, performance testing, manual functional testing and test management services.

Solution

SQS has a strong track record in gaming and gambling testing, and was introduced at the start of the development project to support Agile development and provide accurate and timely reporting on quality.

After attending an SQS agile methodology training course, according to Marc Joubert, General Manager of Betting World, “our project team were impressed and excited about what they learnt, and it was decided to appoint SQS as our testing partner.”

Initially, the SQS team worked closely with Betting World’s IT team, the SA Web Design developer team, project managers, and other key stakeholders to identify the defects and business risks in the previous iBOS project.

SQS created an Agile development environment where daily collaboration between developers, testers and the client ensured that all parties worked together to deliver a defect-free application on time. The testing team actively fostered open communications and ensured effective expectation management through frequent and regular client meetings; typically three times each week.

This high degree of collaboration ensured that the testing team delivered over 30 successful sprint reviews and two successful releases to the management of the national betting chain within 18 months. The team:

- created and implemented a test management process within an Agile framework
- elaborated user stories into test cases for test-driven development
- supported unit testing
- focused on defect prevention rather than defect detection (through testers driving greater elaboration of user stories)
- developed a structured defect management process
- created structured end-of-sprint test reporting mechanisms
- supported development with in-sprint web-service and load and performance tests
- automated regression testing for functional, load and performance tests
- provided agile training

Critical to the project’s success was the SQS’ teams gaming testing experience, which helped to discover risks by identifying gaps in user stories that were subsequently filled with additional user stories.

When the project began, the Betting World business team were responsible for 530 user stories. The business team believed that the user stories covered all requirements, but SQS and the developer team provided feedback and highlighted the shortcomings in user stories. As a result, Betting World improved the user stories which clearly conveyed requirements as well as the acceptance criteria in each instance.

“As the project progressed,” Marc Joubert witnessed that “the testing team came to know our business better, due to the questions they asked in and out of the planning meetings. Consequently they began to add greater value, not just with the testing of the system but in terms of recommendations on improving the system.”

To ensure that the project was carried out cost effectively, the test team implemented low cost or free tools including:

- TargetProcess – low cost test management tool
- Selenium and Nunit – free test automation and execution toolset
- JMeter – free load test tool
- SOAPUI – low cost functional tool for web service testing

Marc Joubert concluded that “I can confidently say that I trust SQS’ judgement and advice, and the testing team’s passion and enthusiasm have resulted in a better quality product for our organisation. Finally, involvement of SQS has surpassed any of my expectations, and the testing team has been a critical part of delivering a quality product in a very tight timeframe.”

Benefits for the Customer

- Software in the South African gambling industry is strictly audited and regulated. By using an independent testing consultancy, Betting World demonstrated that iBOS was subject to rigorous gaming testing by a specialist tester.
- iBOS development was run as an Agile project with a high level of collaboration between testers and developers. The iBOS team had a common vision and there were no developer/tester silos.
- Overall project quality improved as the test team became an integral part of the development process. The test team earned the respect of developers, project managers and the client.
- The importance of quality has increased – the testing team was involved in all sprint planning and review sessions and was instrumental in contributing to key decisions that could affect quality.
- The support from SQS in the delivery of agile training to the developers and testers, as well as sending the test manager to Germany for Certified Agile Testing training has resulted in the implementation and active support of pure Agile processes.

Contact

If you are interested in SQS’ service offering regarding testing and quality management, please do not hesitate to send us an e-mail: info@sqs.com