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## CASE STUDY – SOFTWARE & SERVICES

# BG-PHOENICS GMBH

Systematic software testing safeguards the quality of the applications

### Background

BG-PHOENICS GMBH is a nationally operating IT service provider for government-run accident prevention and insurance associations, other social insurance agencies, their facilities and similar organisations. The social insurance agencies “Berufsgenossenschaft der Bauwirtschaft” and “Berufsgenossenschaft Nahrungsmittel und Gaststätten” have been the two partners in BG-Phoenix since it was formed in the year 2000. Its range of services includes operating computer centres, the development and installation of both standard and industry-specific software and the procurement of all the necessary IT components and materials as well as user help desk and user services.

BG-Phoenix provides support for a total of 5,500 users and over 10,000 end devices at 130 customer locations. In 2007 the company recorded sales revenues of 74 million euros.

### Challenge

In the course of standardising the information technology BG-Phoenix contributed its many years of project experience and well-founded industrial knowledge and developed for the two social insurance agency partners a business-process-controlled industry application: Phoenix.

The aim of the industry solution is to achieve a maximum of optimisation and efficiency for designing workflows to suit the processing needs of social insurance agencies with its standardised and business-processoriented applications.

In developing Phoenix, all specialised application systems used by government-run industrial accident prevention and insurance associations on the basis of Java, J2EE, UML and XML were newly designed and realised. The specialised applications were integrated into a role-based framework and supported by cross-sectional functionalities, such as integrated payment features. From a great number of components a complex, highly integrated complete application has emerged, which replaces the classical processing model, optimises workflows and creates synergies. This Java application, the biggest of its kind in Europe, is a homogeneous system for the users.

The development of Phoenixics was done centrally with a clear dividing line between the professional and the technical sides. In doing so, BG-Phoenixics ensured that each team was able to concentrate on its core competencies.

Centralised software development also includes the implementation and testing of functional concepts. In doing so the technological framework conditions such as software architecture, application framework or the development and test tools have to be taken into consideration. As an IT specialist, BG-Phoenixics understood that comprehensive test management has to be an integral component of the complete project in order to safeguard the quality of the new system. For this reason BG-Phoenixics involved the software quality assurance specialists from SQS Software Quality Systems right from the beginning.

## Solution

SQS is the strategic partner for testing and quality management in all phases of the Phoenixics development. The tasks include:

- Testing of functional concepts
- Test management for all functional and integration tests
- Test preparation
- Test implementation and repeat tests

This was carried out by the SQS team, consisting of up to 35 people at peak times, in close cooperation with an in-house test team.

The SQS experts also supplied specified test cases for all test levels and weekly test reports containing precise statistics. Using this method of reporting and monitoring both the project management and the BG-Phoenixics management team received the necessary overview with regard to the latest status.

Automation played an important part in the tests.

## Benefits for the Customer

- Transparency of the latest test status for project management and management by means of ratio-supported reporting
- Continuous monitoring of test progress; e.g. for use as a basis for project management
- Early detection of errors through testing of functional concepts
- Standardised documentation of test cases throughout all areas
- Risk-oriented tests of all business processes
- More than 2,000 test cases as basis for the regression test
- Over 50% cost reduction through test automation

### Contact

If you are interested in SQS' service offering regarding testing and quality management for the Software & Services industry, please do not hesitate to send us an e-mail: [info@sqs.com](mailto:info@sqs.com)