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CUSTOMER STORY – SOFTWARE & SERVICES

VITAR Software

SQS mitigates the risks of migrating to a cloud based platform

Background

VITAR Software is a leading, global provider of visitor management software solutions. The company currently has a live client base of over 5,000 customers.

The company wanted to target more SMEs and needed a solution that provided all the benefits of their existing system, but in a way that would be cost effective and quick to get up and running.

Challenge

Traditionally, VITAR Software's visitor management system was based on a client/server model. However, the major challenge associated with this onsite server model is the installation and maintenance costs of the server on-site, especially for small to medium sized companies.

To mitigate the challenges of a client/server based software model, VITAR Software decided to offer a cloud based solution. The technical challenges that VITAR Software faced while implementing this solution included:

- A requirement to integrate with a third party site for customer sign-up and payment processing
- Use of technologies that were new to VITAR Software
- Client data security

An important risk in moving to the cloud was that any defect within the system would affect all users. There was also a risk that one customer might be able to access another company's data.

Realising the importance of ensuring the product was defect-free, VITAR Software appointed SQS to mitigate the project risks, while being conscious of the tight deadline for the planned launch date.

Peter Plant, Director, VITAR Software, comments: "Bringing a product to market via the cloud brings its own risks, as you've got to get it right first time."

Solution

SQS was briefed in autumn 2010 to provide a test strategy, create test cases, and manage and assist in the execution of end-to-end test cycles. The primary objective was to maximise the effectiveness of the testing, while adhering to tight deadlines for getting the product to market.

SQS used its experience of testing in physical and virtual environments to identify the following phases of cloud testing:

- System testing
 - Core product functionality
 - End-to-end user scenarios
- Integration testing between the VITAR Software site and the payment portal
- Security testing
 - Inter-customer data separation
 - User data separation within the same customer
- Cross-browser testing
- Performance testing

Emphasis was placed on testing data security in the cloud system.

The test cases were based on realistic user scenarios to enable authenticity and were available for use as a test regression pack when testing further releases.

SQS also created and controlled a defect management process, which facilitated a quick turn-around of issues in order to meet the project timelines.

Finally, SQS provided mentoring to internal VITAR Software development staff who were used as part of the test analyst team for the duration of the project. SQS were able to provide a level of training such that VITAR Software could run regression test phases in a self-sufficient manner in the future.

Benefits for the Customer

SQS successfully implemented two full test cycles within the tight project timelines. The testing team was able to identify all the critical project issues on the first cycle, and verify all issue fixes in the second cycle. In total SQS identified approximately 100 issues in two weeks in the new code, with 10 critical and 20 high-priority issues.

In addition, SQS implemented a set of project documentation, for use not only on the particular phase of testing in question, but for all future releases and VITAR Software projects.

By applying a formal testing approach in conjunction with regular defect triage sessions with the VITAR Software team, SQS was able to demonstrate that a number of critical issues had been discovered, and that the solutions to these issues had been verified.

This demonstrated to VITAR Software that SQS had assisted in mitigating the risk of financial and reputation loss.

“SQS were true to their word implementing best practices across the project. My advice to anyone engaging in any technology project, such as a move to the cloud, would be to bring in an independent QA consultancy such as SQS at the project initiation to ensure that quality is built-in while benefitting from considerable savings in terms of time and costs,” concludes Peter Plant.

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