



sqs.com

CUSTOMER STORY – SOFTWARE & SERVICES

Swiss Post Solutions Germany

Test automation with SQS-TEST®/Professional

Background

Swiss Post Solutions (SPS), a division of Swiss Post, offers comprehensive services in the field of Business Process Management. With around 6,000 employees in Europe, North America, the Middle East and Asia, and thanks to its large partner network, the company can guarantee support for its customers across the globe.

Many public and private organisations have decided to outsource their physical and digital document processing to Swiss Post Solutions, which offers nearshore and offshore service provision. The company-external and company-internal services also include software quality management and testing. These services have been bundled by Swiss Post Solutions at the Oberhausen site.

Challenge

Swiss Post Solutions offers its customers a variety of standard business solutions, such as loyalty systems, billing systems (Billit) and solutions for accounts receivable management. All these complete solutions need to be updated regularly. So, for example, new POS systems have to be integrated for loyalty systems, or functions that check the creditworthiness of customers. These upgrades in turn require a large degree of maintenance work and corresponding software testing, especially as standard software is always integrated in further IT systems. These customer-specific integrations also require continuous testing.

To keep internal product development/further development fast, flexible and cost-effective, Swiss Post Solutions needs a solution that largely automates these regular, recurring software tests. The customers too have a significant need to optimise the software checks that are repeated in particular during system updates, and to keep the costs incurred as low as possible.

Solution

Swiss Post Solutions developed the test automation framework TestAF. It is aligned with the standard solutions sold by the company and combines test tools, test procedures and ready-made test cases and data in one. The main test tool used is SQS-TEST®/Professional from SQS Software Quality Systems AG.

The SQS solution was chosen because it is a tool that offers a process framework in which other tools can be integrated flexibly – for example recording tools from other manufacturers, such as TestComplete from SmartBear Software, or database query routines developed by Swiss Post Solutions itself. Conversely, the SQS tool also allows individual extensions of existing functions: So, Swiss Post Solutions has further expanded the target-actual comparison of test results, integrated as standard, using a tool component developed in-house. As SQS-TEST®/Professional allows for such individual adaptations, Swiss Post Solutions can refine TestAF easily and practically in combined use.

TestAF is a classic “waste product” in the positive sense. Initially, quality managers had used the framework exclusively for internal purposes. After all, SPS too must thoroughly check its own software products and their updates before it can sell them. It therefore seemed obvious to prepare the framework used together with SQS-TEST®/Professional for use by external customers too, and offer it as an overall package.

Benefits for the Customer

- Software test series, particularly for system updates, take just hours, instead of days and weeks.
- The number of employees required for software tests falls significantly.
- Already in new implementations, the use of TestAF based on SQS-TEST®/Professional has resulted in savings.
- TestAF’s high degree of test automation makes it possible to implement the fundamentally separate test stages of functional and integration testing largely in one step.
- The test server of Swiss Post Solutions and individual test clients have also recently become available via the Cloud, based on SQS-TEST®/Professional. This makes test projects flexible and simple.

Contact

If you are interested in further information on SQS-TEST®/Professional or a product presentation, please do not hesitate to send us an e-mail: support@sqs.com