SUMATOSOFT

PROJECT TYPE
CRM

TECHNOLOGIES
JMeter, Jira, Selenium RC, Tomcat

DURATION
7 months

METHODOLOGY
Scrum

TEAM
1 Part time Senior QA Engineer
2 QA Engineer

Client: NDA
Industries: Telecom
Region: USA

CRM System Testing

Our Client is a startup owning several SaaS systems, including a big CRM system written on .Net. The Client faced the necessity to adjust automatic testing process.

Business challenge

Even though the CRM system had been available at the market for some time and the company had a rather extended team of QA specialists, the Client faced problems with the service quality: users started to leave; the number of critical reviews was growing. It was necessary to find the reasons of the crisis and the best way out.

Our solution

Aiming to reduce expenses on manual testing, we singled out the functionality, which required manual QA, and the functionality where QA could be automated.

We also recommended to change the approach to the product development. We suggested introducing a version model. New versions releases were coordinated with 3-week sprints. Each version was obligatory tested by our specialists. We developed the unified plan of tests.

Our specialists found more than 5,000 bugs of various complexity. The number of critical bugs, which real users could find, was reduced up to 0, the number of bugs in business functionality was reduced by 4 times, the bugs percentage in the layout and UI - by more than 10 times.

What's now?

The measures taken by the developers after the stress testing allowed improving data integrity in the system and increasing the peak load up to 42% without the infrastructure change.

The Customer plans to develop mobile clients to the product. Right now, they are developing the necessary specifications. Our specialists are already testing new products.