

Test Automation for Transaction Billing System

1.0 Overview

The customer is a CMM Level 5 company, with development centre in India, specializes in software for transaction billing, with customers from Telecom and Banking industry. The company has more than 250 installations around the worldwide.

2.0 Business Need

As an organization with inherent quality focus, as indicated by its CMMI Level 5 and ISO 27001 certification, it had to perform intensive testing ensuring uncompromised test coverage.

The software is highly configurable and customizable to suit various needs of the industry, with highly configurable user interface as well. It works with custom browser based on Internet explorer components.

Test automation was limited to basic sanity testing performed before release. The knowledge of testing was limited to a few hands. These hands were very senior, critical resources who had many other responsibilities.

Testing team had experience with various commercial tools. But, they were finding test automation difficult due to poor recognition of controls in the user interface and inconsistent playback of script. This was affecting poor resilience of scripts rendering whole test automation effort meaningless.

3.0 Solution

Astra has been working very closely with the customer over the last 4 years. Identification of tool, providing proof of concept solution, training, mentoring, scripting, and supply of trained manpower are some of the services rendered by Astra Infotech.

IBM Rational Robot was identified as the tool. It provided a very good recognition of controls in Graphical User Interface. Also, it provided a powerful solution with Object Oriented recording and SQABasic programming language. Object oriented recording of IBM Rational Robot helps in better script resilience in the face of changes in user interface. Use of SQABasic as scripting language helped in quick learning.

Resolution of major technical issues related to test automation and guidance on specific usage of the tool were provided on time with close interaction by the Astra consultants with the customer's testing team on a daily basis.

4.0 Benefits

Customer has been using IBM Rational Robot effectively over last three years now and testing team is enhanced with both manual and automated testing being done in house.

5.0 Voice of Customer

I really thank the way ASTRA is supporting. Thanks to u all for that. Mr. Nandakumar is always helping us as and when needed.

Testing Team