



GLOBAL SPORTS MERCHANDISER

SYSTEM TESTING





Managed Testing



Consulting



Test Automation



Performance Testing



Edge Academy



Digital Test Hub

## Summary

The Global Sports Merchandiser approached Edge to test the live functionality of their website after the successful completion of testing of their live mobile application. Edge were tasked with test preparation, execution and reporting, which was based on our initial proposal to the client and the requirements specified by the client in the kick off meeting.

## Company Background

The Global Sports Merchandiser the UK's largest sporting goods retailer, and operates a diversified portfolio of sports, fitness, fashion and lifestyle fascia's and brands. The client's strategy is to offer an unrivalled range of high quality leading brands to our customers, and maximise the efficiency, capacity and effectiveness of our operations to deliver this experience. The client provides a full multi-channel retail approach across the UK, and increasingly across continental Europe. The customer also wholesales and licenses its Group Brands to partners in the UK, continental Europe, the Americas, and the Far East.

## Project Overview

Having gained the experience of testing the client's mobile application and understanding their needs enabled Edge to create a detailed proposal for the testing of their website. Once agreed by the client Edge created a list of requirements and scenarios based on the proposal and arranged a kick off meeting with the project manager. During the meeting, it was agreed that the project would be split into 2 phases with the highest priority areas being carried out in phase 1, using several browsers and operating systems.

Test scripts were created for phase 1 and Exploratory testing was conducted while awaiting sign off of the scripts from the client. Once approved, test execution then began for phase 1 which involved creating a defects & observations log which was sent to the client at the end of each business day along with a daily test report explaining what we had achieved. This approach was repeated for phase 2 of the project. Execution was carried out for phase 1, once completed scripting began for phase 2, with the defect/observations log being added to.

When execution was completed Edge sent the client a final copy of all defects and observations found along with an end of test report summarising the project. Throughout the project, Edge were adapting to the client and the process needs by creating a summary of defects when requested which was

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an additional requirement to the previous project. The focus of testing around Phase 1 seen the testing team focus on the functionality of the checkout feature, however due to the website being tested in a production environment, real user data had to be used to test this feature end-to-end. A workaround for this was blacklisting our email address' to ensure orders were not processed, the client also provided us with gift cards to use as a payment method to ensure we were not using our own debit/credit cards. This project was carried out with the aim to make the client's website easy to navigate and understandable for the end user but also to identify and fix any defects that were found within the website.

## Benefits

A strong working relationship with the client as a repeat customer due to delivering a high quality responsive service that enables confidence in the standard of the testing being delivered and successful communication between both parties which assists Edge in continuously delivering positive results. With the implementation of a more structured testing approach, Edge provided efficient and thorough testing throughout the entire project lifecycle. The client now has reassurance of their website's functionality and identified areas where there is room for improvement. The client advised they were pleased with defects and observations raised which was.

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