edgetesting

INTERNATIONAL HEALTHCARE PROVIDER

MANAGED SERVICE USING ONSITE AND OFFSITE DIGITAL TEST HUB MODEL

Summary

Edge Testing (Edge) has worked with the Client for over two years, providing a managed test service through their test partnership agreement. During this three-year period, Edge, has worked closely with the Client to provide the required level of services and the appropriate level of supporting management to ensure services are delivered on time, to the appropriate standard and within budget. Edge Testing has provided invaluable guidance and support to the Client, and has provided quality testing and expertise to deliver numerous projects.

Company Background

The Client is a large healthcare provider who have a global business and has identified that to grow and maintain their business they would need to keep themselves at the forefront of technology and embark upon a global IT programme to implement this strategy. As an existing customer with an onsite Edge Test Manager working within the Client Test Team, the Client was aware of our Digital Test Hub (DTH) capabilities and approached us to support the testing of a digital website using desktop and technology.

Project Overview

The Client has been using the Digital Test Hub for over two years now and have more than quadrupled their team size from first conception. The quality of resources produced from the Edge Academy has played an important part in making the relationship with the Client succeed and grow. The DTH staff are in fact now so fully integrated within the Client Test Team that they are used as SME's and are used to transfer knowledge to any new DTH or Client resources placed within the team as well as providing lead roles to support any Client staff absences.

The key factors for this success are:

- Selection process used to recruit Edge Academy candidates

- Quality of training provided via the Edge Academy

- Softer skills training being treated as equally important as technical capabilities

- 6 monthly targets set whereby key testing skills are to be fully achieved

- On-going mentoring and support provided to staff

- ISTQB certification being achieved in first 6 months

- Individuals are supported and encouraged to further develop specific areas of testing that are of interest to them

- High calibre resources produced as a result of all of the above.

Coupled with the success of the DTH staff delivering to the highest expectations and the excellent relationship between both parties, the Client now invites the DTH staff involved to their annual parties, fundraising events and employee appreciation days and continue to do so. Many of the staff from both company's lunch together and everyone is viewed as equal and a part of the one team.

The Client's continually increasing committed workload has resulted in them continually looking towards the DTH to bolster the already existing unit both onsite and offsite. New DTH members are automatically given the same level of trust and value as the existing Client team members who have been there for years. This has further intensified the success of the Edge Academy.

Benefits

When the Client first utilised the DTH in September 2013, two resources were appointed on an offsite basis. These resources were appointed to help support smaller projects in their first couple of weeks but quickly moved to them being placed onto a mobile application project. This project was of great significance and importance to the Client as it was their first attempt at delivering mobile application capabilities to their customers. These two resources along with the Edge Test manager were deployed into one standalone team to deliver this project, their testing efforts allowed this project to be delivered on time and in budget.

Within three months of appointing the first two DTH resources the Client requested for additional offsite resource to work alongside one of their testers in a different work stream on a series of projects to improve their current systems and usability for customers. With the mobile application capability project successfully delivered it wasn't long before the Client then requested a further two additional resources to solely work on the overhaul of their invoicing portal for providers. Requiring more complex SQL skills for this project was an expectation set by the Client. The DTH staff in a short timeframe successfully met this expectation and it was the catalyst that provided the Client with the certainty that the DTH resources could be utilised into all work streams. Within a year of initially engaging with the DTH, not only had the Client ensured that the original and additional resources remained but had extended their need to include another three resources, which had then doubled the size of their team. These newer resources worked alongside some of the existing DTH resources on specific projects for the implementation of changes for the on boarding of

new major clients. Success continued and as a result some of the original resources were given increased responsibilities and were more involved in leading projects and planning activities.

Using the Digital Test Hub has not only been advantageous to the Client but has helped them succeed in being market leaders in their industry.

The Digital Test Hub Manager and the Client Test Manager relationship ensured:

- Turnaround of workload was swift, effective and to the expected standard.

- Knowledge transfer when required through team movement or expansion had no adverse effect on delivery.

- Resources could be ramped up and down rapidly according to demand.

The quality of test preparation ensured:

- Little rework on test scripts was required after review.

- The skilled team were able to understand complex business and data requirements.

Quality test execution, defect management and reporting provided:

- Flexibility of changes to test execution plans.

- Team were able to work on legacy systems based on iSeries technology as well as building a strong knowledgebase of cross browser testing, application testing on multiple devices, responsive web browser (HTML5).

- Effective daily reporting that gave up to date information on progress.

- Team quickly grasped and effectively used three separate defect and test management systems; JIRA, RTC and ALM.

- Effective contribution to defect meetings to support triage and defect management process.

This service has evolved into a blended business as usual and project managed Digital Test Hub Service.