Over 50 business scenarios to be tested
No benchmarks defined for performance of the application
Built and executed 11436 functional test cases
Performance testing using Load runner scripts for 3500 concurrent users
Test Automation of repetitive scenarios saved manual effort by 30%
Automated Load testing & Regression testing scenarios and reported the result.

Benefits
- Defined performance benchmarks for a user base of 800 concurrent users
- Reduced Dependencies on business group by identifying test cases/scenarios by the Wipro Team
- Offshore Test Lab setup for - Integration & Performance Testing - Offshore Test Execution
- Test Automation of repetitive scenarios saved manual effort by 30%
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Siebel Testing
Large Software Developer & Service Provider

The Challenge
- User feedback consistently identified complexity of the current Siebel application as a pain point for usage
- Lack of buy-in from business
- No formal process for testing of Siebel implementation
- No benchmarks defined for performance of the application
- No standardization across IT systems
- Lack of bandwidth from business team

Wipro’s Solution
- Well defined test processes, templates and trackers
- Built and executed 11436 functional test cases
- Prioritized all test cases based on criticality
- Complete UI Testing done on Japanese and German applications
- Performance testing using Load runner scripts for 3500 concurrent users
- Identified 44 critical business scenarios for performance testing
- Performed Regional performance testing to identify the Network Delays from various regions

Benefits
- 3577 defects identified & fixed
- Defined performance benchmark for a user base of 3000 concurrent users
- Received business buy-in for additional functionality
- Ready-to-use repository of test cases for Regression Testing
- Reduced Regression Testing time by 50%
- Enabled standardization across IT Systems for core shared organizational attributes

Packaged Application Testing

Software bugs caused the bank accounts of 823 customers of a bank to be credited with $924,844,208.32 each in May of 19xx, according to newspaper reports. It was reported as the largest such error in banking history. The programming errors were corrected and all funds were recovered.

How often do call-center agents ask you for your account number right after you’ve entered it? And how often do they say, “Hold on, the system is slow today?”

The stock of a major industry company dropped by 60% due to reports of failures in computer billing systems, problems with a large database conversion, and inadequate software testing. It was reported that more than $100,000,000 in receivables had to be written off...

An Overview
Backed by the experience of implementing ERP / SCM / CRM Applications for Clients across Industries around the World, Wipro now offers to minimize Application Risk in your Mission-critical Software Implementation / Rollout / Upgrades / Maintenance efforts through dedicated Independent Verification & Validation Services covering Industry-leading Solutions from SAP & Oracle.

Wipro offers application-specific, end-to-end testing services to help you optimize Application Quality, Performance & Reliability efficiently & cost-effectively while consistently increasing cost-savings and facilitating faster test cycles. This is achieved through deployment of proven, current test methodologies, frameworks, tools and a Global Delivery Model.

Wipro Limited is a USD 3.45 Bn IT Services company with over 590 clients globally. We have more than 68,000 employees, 45 Sales Offices and 46 Global Development Centers. We ensure stringent quality measures including using Six Sigma, PCMM, CMML Level 5, CMMI and Lean methodologies.

With 6000 + dedicated test engineers, the Testing Services Division is amongst the largest third party offshore testing services providers in the world.
Challenges in Packaged Application Testing

Focus
Focus on testing implementation in a specific environment rather than the Application itself - need for a different perspective and approach for testing

Scale
Multi-year, multi-geography projects - need higher levels of Enterprise-scale Software Project Management / Test Management experience

Changing Requirements
Business Requirements invariably change - need tighter change management/testing

Constraints on Business User Time
A key constraint across Organizations - need higher domain understanding by the Functional Testers

Test Data
A key constraint across Organizations - need greater effort to understand, pool, cleanse, prepare & maintain Test Data

Test Environments
Due to high investments needed in hardware & software, test environments do not often represent production environments - conducting tests, such as Performance Tests, effectively is a challenge

Complex System Landscape
Complex relationships with other Internal/External Applications comprising the total System Landscape - need tighter planning & coordination, especially for integration and system tests

Product Upgrades & Interim Releases
All application vendors have interim market releases [Hot Packs, Service Packs, Patches] and periodic Product Upgrades - need on-going testing, test suites and automated testing

The Wipro Advantage
- Alliances with Industry-leading Solutions Vendors – SAP, Oracle/Siebel
- Tightly aligned with Application-specific Methods such as ASAP & AIMS
- Industry-specific Test Accelerators

PeopleSoft Testing
Americas No.1 Home Loan Lender

The Challenge
- Requirements included data validation testing & security testing
- Several rounds of changes and testing already underway
- Access restrictions to the environment
- High dependency on the type of test data
- Data team could not support data requirements for successful tests
- Lack of documentation from the security administration team

Wipro’s Solution
- Wipro testing methodology
- Wipro team engaged in automating the testing process for data validation using .Net Framework Script

Benefits
- Quality product delivered to the client with No/minimum data related issues in production
- Delivered .Net Framework Script to the client as a bonus for their future data validation testing
- Timely delivery of the product at a competitive price
- Total customer satisfaction

SAP Testing
Large Utility Company in UK

The Challenge
- Validate if system is able to exchange data with support systems
- Identify and highlight performance bottlenecks
- No formal process for testing of SAP implementation
- Lack of buy-in from business
- No benchmarks defined for performance of the application

Wipro’s Solution
- Built and executed functional test cases with a dataset 5% the size of production environment
- 34 end-to-end test cycles representing mission critical processes were tested
- 42 scenarios identified and tested jointly with external organization
- 46 roles validated for authorizations
- Stress tested the application using custom BDC programs and CATT tool including SAP Portal for 600 concurrent users including batch jobs

Benefits
- 3000+ defects identified and fixed in test environment
- Error free invoices generated over 15 months in production
- Defined performance benchmarks for a user base of 600 concurrent users
- Received business buy-in for additional functionality to be implemented
- Ready to use repository of test cases for regression testing
- Reduced regression testing time by 50%

A Spectrum Of Packaged Application Testing Services

Case Studies
Challenges in Packaged Application Testing

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A Spectrum Of Packaged Application Testing Services
Over 50 business scenarios to be tested
12 scenarios for Stress & Load testing
No test automation strategy
Lack of bandwidth from business team
Wipro’s Solution
Defined and implemented test strategy/plan including automation script for functional testing
Perform Test activities to be run in parallel with Development phases and include testing of interfaces
Defined an integrations & regression testing methodology
Identify integration test scenarios
Identify candidates for regression test automation
Identify Load test scenarios and deliver the same with Business experts
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Oracle Apps Testing
Large Financial Services Company

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News reports told of software problems when a new tax structure ended up paying employees more. The problem went undetected until employees asked questions about their pay cheques.

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