

## Energy Company Drastically Reduces Time and Cost of Product Testing

### CUSTOMER REQUIREMENTS

For more than 6 years, the client has been using automated testing tools including Winrunner and QTP to develop scripts and has come across the following challenges:

- The company's functional and business experts have to depend on a separate group of people for test development, maintenance, and execution
- As part of its Production Testing process, 5 Offer Codes need to be tested every month, which translates to 200 manual hours required before the product can be released.
- The company had to perform Conversion Testing for 5 new companies it has recently acquired. Manual testers were performing the Conversion Testing, which involves 5 manual testers, 3 SME experts, and 2 business experts.
- Knowledge transfer to new colleagues was also a big challenge for the customer

### BACKGROUND

The client is a Fortune 500 company that is one of America's leading providers of smart energy solutions. It currently provides 48 million MWh of power annually to its retail customers in the United States and is the largest commercial and industry retail electricity provider in Texas.

### SOAIS SOLUTION

SOAIS implemented the following solutions:

- Leveraged Worksoft Certify so that Test Automation could be performed even by Business and Functional experts with minimal knowledge.
- Developed recursive scripts using Certify so that the same testing could be done using only one resource, thus reducing testing time by 96%.
- Developed Certify scripts which can be used across all company codes with just two automation experts aided by an SME and a Business Expert. For the rest of the four companies' codes it now only takes 1 automation resource to complete the testing.
- Developed scripts that are now used for knowledge transfer to new colleagues.

### CUSTOMER BENEFITS

SOAIS' solutions drastically reduced the time and manpower required for the company to do its testing.

- Whereas the previous Winrunner and QTP tools required an 8-person team, using Certify now only required a 3-person team.
- Using Certify scripts reduced project cost by approximately US\$15,000.
- Manual testing could perform the test in 1 week with a 5-person team, whereas automation testing could perform it in the same amount of time using a 1-person team.
- Using Certify for Conversion Testing reduced the required manpower from 10 to 2.
- The learning curve was significantly reduced and the effort of gaining functional knowledge from functional experts has been reduced by 90%.

### ABOUT SOAIS

SOAIS is a provider of Enterprise IT and Process outsourcing solutions. Since its inception SOAIS has expanded at a tremendous pace and has garnered customers from both mid-market segment and fortune 100 companies. We have experience in managing ERP applications as well as in providing high value services around packaged enterprise applications such as PeopleSoft and Oracle. Our experience in the business process outsourcing area fully extends our services footprint to provide end to end enterprise wide solutions.