

CASE STUDIES

DeRisk IT Inc. performs functional testing for major retail company



RESULTS

- Over 550 manual test cases written and executed to cover business scenarios
- Extensive software testing and data extraction confirmation through SQL queries
- Projects completed ahead of schedule
- Validation of software allowing for more efficient allocation of merchandise

BACKGROUND

DeRisk IT Inc.'s client is a company located in the United States that operates a major retail chain of department stores across two divisions. The company specializes in clothing, shoes, accessories, cosmetics, and furniture. An important component of the client's business is to allocate the right quantity of merchandise sizes to their various stores across the country.

CHALLENGE

The client needed software testers to perform manual testing for two projects. The first project involved changes to how sales data is extracted from their databases and credited to the correct store. After completion of the first project, the second project involved changes to a software application that categorizes size profiles and allocates different sizes of merchandise to retail stores based on consumer demand. Regression testing of existing functionality also needed to be performed to make sure the new changes did not cause bugs in other areas of the software.

SOLUTION

The retail client contracted two offsite functional testers from DeRisk IT Inc. to assist their onsite product development team. Before the projects began, the DeRisk IT Inc. testers visited the client's systems and technology office to undergo training for their software and the tools utilized during software testing, as well as education in retail industry concepts.

The testing process of the first project involved the use of Teradata SQL Assistant, a tool that stores data from ODBC-compliant database servers. Using their knowledge of SQL, DeRisk IT Inc.'s software testers wrote over 300 test cases based on the business requirements, functional requirements, and technical specifications of

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this project. Each test case required the user to execute queries in Teradata SQL Assistant in order to retrieve and manipulate the data required for testing.

Test databases that contained real-world sales data were used for executing queries, and the software testers had to confirm that the data extraction process taking place in certain tables met the requirements. DeRisk IT Inc.'s software testers employed rigorous testing since each product's hierarchy had to meet certain criteria in order to be extracted to a table. Once the tables were confirmed to contain the correct data, the data was then sent to the retail client's allocation software. Development and testing deadlines were met earlier than expected, and the project was completed without any significant delays. With this changed functionality, the retail client can more accurately determine which stores receive credit for sales.

After the completion of the first project, DeRisk IT Inc.'s software testers began their work on the retail client's second project. Testing took place on software developed by the retail client and designed to categorize and allocate sizes of merchandise. The user creates size profiles with the software and designates each profile with a status. Bugs were encountered in the software when users changed a profile's status type to another status type, so DeRisk IT Inc.'s software testers had to write test cases based on each possible scenario that a user might perform when they change the status. The software testers from DeRisk IT Inc. wrote and executed approximately 225 test cases to cover each scenario and find any bugs in the process. After bug fixes and retesting, the DeRisk IT Inc. software testers performed regression testing on the software.

DeRisk IT Inc.'s software testers participated in weekly status meetings as well as daily meetings with the QA Leads for the projects. All of these meetings occurred through conference calls. The software testers connected to the retail client's network via VPN and were able to test remotely with Teradata SQL Assistant and HP's Quality Center. The collaboration between the retail client and DeRisk IT Inc.'s offsite software testing team was successful, and the retail client's software was thoroughly validated in order to ensure quality software.