

Top Down Systems Corp. Saves Thousands of Hours, Sharpens Product Quality with Testing Anywhere



CASE HIGHLIGHTS

Profiled Organization:	Top Down Systems Corporation, a customer correspondence/document automation software company, located in Rockville, Maryland.
Challenge:	To automate manual testing processes, maintain the highest product quality, increase productivity, and free up QA testers to work on strategic projects.
Solution:	Top Down Systems selected Testing Anywhere from among the many choices of testing automation solutions because of its ease of use and fast ramp-up time. The team has automated smoke testing, regression testing, installation testing, and load testing.
Benefits:	The Top Down Systems QA team was able to replace a more expensive, cumbersome solution and the company is now saving more than 20 hours each week in testing time. The QA team has been able to deliver higher quality testing metrics, resulting in higher quality products. In addition, the QA staff can now focus on other important customer initiatives.

BACKGROUND

Top Down Systems Corporation provides a single, comprehensive correspondence and document automation solution that enables organizations to manage their document lifecycle of customer communications through intelligent document creation, production, delivery and storage. Their software, called Client Letter, enables organizations to improve customer service, increase user productivity, reduce production costs and put control in the hands of the end users.

Many of the nation's largest document-driven organizations rely on Top Down Systems for its in-depth understanding of customer service processes across a variety of industries. The Testing team is run by Mr. Shawn Kessler, Director of Technical Services. When Mr. Kessler joined the company, testing processes were manual and ad-hoc.

The team initially decided to use a popular, widely used testing product but quickly found it to be cumbersome to use and expensive to maintain. The team decided to select a new solution, and found that Testing Anywhere provides superior functionality, fast ramp-up time, and a responsive technical support team.

AUTOMATION BRINGS UNFORESEEN ADVANTAGES

Top Down software solutions are delivered both as desktop and web-based applications, so the choice of testing solution was critical in its capabilities for testing web technologies and Java. The QA team began using Testing Anywhere by converting one of their QTP scripts that needed to run daily. They experienced great success. From there, they converted 7 more scripts that performed smoke and regression testing.

"The success of using Testing Anywhere has opened the door for other automation efforts, such as unit testing."

- Shawn Kessler, Director of Technical Services

“Several years ago, we bought QTP, but it turned out to be too cumbersome and too expensive to maintain. Being able to share and reuse scripts and commands makes automation so easy. And, the TA support is very good.”

- Arnold Figueroa, Lead Automation Tester

Soon, the team was automating a wide range of testing types:

Smoke Testing:

- Validates code changes at a high level before undertaking detailed testing on a new build
- Verifies build stability
- Checks to see if major problems are present
- Cuts costs and improves product quality
- Saves 8 hours per build; maintenance is minimal

Automated Functional Testing:

- Tests basic functionality; retests application after code modification
- Can perform hundreds, if not thousands, of new tests to retest the application, check and rectify both the newly written code and its integration with the original application code
- Cuts costs and improves product quality
- Saves 20 hours per build

Other types of testing:

- Basic regression
- Clean installs
- SOAP testing
- Thick client testing
- Simple tests with focused validation

The team uses the Testing Anywhere SMART recorder and web recorder to quickly create test cases, and then they use the enhanced editor to modify and improve the scripts. They find it easy to copy and paste functions and commands within the test cases – and then reuse test cases, which is most critical to staying agile.

REAL ROI - RETURNING TIME TO THE TEAM

The company has found Testing Anywhere to be flexible and easy to use, reducing their time to market. Regression testing that used to take 2 to 3 days to run manually, now runs overnight with Testing Anywhere.

The team now runs weekly builds using Testing Anywhere, which is saving them 16-24 person hours per week.

There are soft savings as well. Testing staff is now able to focus on other critical operations, such as deep, customer facing, adhoc testing issues. These deep, complex testing issues can now be performed like never before, resulting in higher product quality and customer satisfaction.

Overall, the Top Down Systems testing team is very satisfied with Testing Anywhere. In addition, they find the Testing Anywhere customer support to be excellent.

“We have excellent QA staff and a great Automated Testing tool, so we WILL meet and exceed management expectations.” - Shawn Kessler, Director of Technical Services



PRODUCT INFORMATION: TESTING ANYWHERE

Testing Anywhere is a powerful and easy-to-use automated software testing tool that allows users to automate any type of testing. Powerful GUI-based recording capabilities and a no-programming required user interface allows testers to quickly set up even complex test cases. A built-in editor allows testers to build test cases using 500+ actions and makes it easy to edit existing test cases. Free trial available. Read more about this product at <http://www.AutomationAnywhere.com/Testing> or call our sales hotline +1-888-484-3535.