



TEAM International Provides Effective Outsourced Testing Services to a Major Client

The Client

TEAM's Client is a leader in software and support for the global staffing industry, with headquarters in the United Kingdom and offices worldwide. Their core product is clientserver contact management software, fully integrated with the Internet, which is very robust and configurable to endclient specifications. The product enables recruitment and consulting companies to trace the entire recruitment cycle, from sales call to placement. Team International has been a strategic outsourcing partner to The Client since 2006 in many areas of the software development life cycle including new development, maintenance, and product configuration.

The Industry

Human Resource Services, Software Development – CRM

The Challenge

The Client's leading software product is the benchmark recruitment software that is used by more than 90% of the world's leading recruitment agencies. The Client challenged Team International to assist in improving product quality, reduce time to market and have a positive impact on customer relations for the core database engine for their data warehousing system. The Client called on Team International to develop an alternative to its internal QA & Testing Function.

The Solution

To address The Client's challenge, Team International assembled a group of our most experienced QA Project Managers and Engineers to craft a solution. To reduce internal costs, shorten time-to-market by eliminating the learning curve and avoiding keeping an in-house team of testers, The Client chose to offload its system testing to its long-term offshore outsourcing partner – TEAM International. The Client involved TEAM's QA engineers in the initial discussions of the project scope, required skills, working environment, knowledge transfer (business trips to UK) etc. TEAM's QA Project Manager, QA Team Lead and 1 tester moved to work in Te Client's office for the purpose of knowledge transfer and planning of the most appropriate testing approaches.

The Engagement Model

Offshore Development Center

The Scope of the Project

TEAM was engaged with a testing project and an integral part of The Client's recruitment software development process. The objective is to provide testing services for The Clients' database product in the area of defects identification, verification and system testing.

Deliverables:

- Results of defects identification & verification
- Results of overview system testing
- Suggestions on quality improvement.

The Approach

The Client chose to use SCRUM methodology. Each SCRUM cycle lasts four weeks. The Client provides Team with a detailed scope of work. For each new Build within the cycle, acceptance testing is performed. Results from all the tests are stored in a bug tracking system called TTPro. Status reports are sent to The Client. Overview system testing is performed in parallel with defects verification.

Number of Resources

Project Manager 1
QA Team Lead 1
Testers 9
Total 10

Technology Used

Platform JAVA
Environment MS Windows / Linux, ORACLE / MSSQL
External Bug Tracking System TestTrack Pro (TTPro)
Internal Bug Tracking System Mantis
Browser Internet Explorer 6/7/8
Workstations JRE 1.5.0/1.6.0 (latest update)

Dilemma and Creative Solution

Due to cyclical nature of the project and unpredictability of the number of bugs detected, it was hard for TEAM to provide the customer with a precise project estimate at the initial stage of implementation. For this purpose TEAM launched the design of its internal Size Model to count, map and estimate testers' efforts in as much precise way as possible.

The Results

By outsourcing system testing project to TEAM International, The Client receives bug tracking reports and suggestions on improvement of application quality on a regular basis. Since The Client does not have to maintain its in-house testers' team, it fully enjoys the benefits of broader access to QA expertise and has an opportunity to focus on its core business objectives and strategies. Because of The Client's satisfaction, the engagement has expanded beyond the initial scope include extra tasks such as review and update of The Client's user manuals on new enhanced functionality of its data warehousing system. The engagement contract between TEAM and The Client has been extended each year, which is indicative of The Client's satisfaction with TEAM's project and process management practices and deliverables.