



ZenTEST Labs Testing Services

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ZenTEST's Testing Services Brings Objectivity and Rigor to Your Testing

Purpose

- 📌 To enable client experience of 'Zen' through our Testing and Quality services

Strengths

- 📌 Systems Integrator for **Mercury**.
- 📌 Extensive experience in Test Automation.
- 📌 Expertise in Processes and Metrics

Places

- 📌 Offshore Testing Centre based in Pune, India
- 📌 Offices in Singapore, U.K and USA

People

- 📌 Total 40 people strong.
- 📌 Access to 400 resources of our parent company, Seed Infotech, a Total IT Solutions Provider
- 📌 95% Annual Retention Rate



ZenTEST's Testing Services Brings Objectivity and Rigor to Your Testing

Testing Consulting

- Testing Process Assessment
- Automation Consulting
- Testing Project Management

Testing Training

- Mercury WinRunner
- Mercury QTP
- Mercury LoadRunner
- Mercury Test Director
- Test Project Management
- Basics of Testing
- Rational Test Manager
- Rational Performer
- Rational Robot
- Rational Functional Tester

Testing Projects

Outsourced Testing Projects

- System Testing
- Usability Testing

Specialized Testing Projects

- Language Testing
- Security Testing

Test Automation Projects

- Functionality Testing
- Performance Testing

Test Maintenance Projects

- Maintain Regression Suites



ZenTEST's Quality Process Services brings in benchmarkable customized frameworks to optimize performance.

Process Training

- Organization-wide, scalable Process Training Program
- ROI that allows you to measure training effectiveness.

Process Consulting

- Process Maturity assessment
- Gap analysis of QMS against an industry standards: : ISO, SW-CMM, CMMI or Six Sigma
- Detailed roadmap to get to a desired level of process maturity including conducting client satisfaction surveys.
- Framework for continuous Process improvement

Benefits

- Training program institutionalized for a positive business impact and building intellectual capital
- Bring about a cultural change with training seen as a complete solution

Benefits

- Greater visibility into process gaps through consistent reporting and monitoring.
- Short and mid-term recommendations to improve Process quality
- Significant cost savings and additional revenues through enhanced processes



ZenTEST has a long list of satisfied local and global clients in testing

Testing Projects

- Estratis Inc (USA),
- Conject (Germany)
- Schneider (France)
- Honeywell (India)
- ADEA (USA)
- CashTech
- Seed Infotech
- S1 Services
- Tata Interactive Services

Testing Trainings

- Accenture
- Syntel
- Sungard
- Selectica
- L&T Infotech
- Zensar
- PSPL
- Infosys
- I Flex

QA Consulting

- Mercury
- Cap Gemini
- Accenture
- Tata Technologies
- KPIT Cumins
- CashTech



Case Study 1 : Functional Testing with multiple interfaces

Healthcare Client : Stratis Corporation, USA

Client Challenge

Testing a complex US based Healthcare system with Online data capture, audit trail features multiple device interfaces (touch screens, voice recorders, web cam, tablet PCs) etc.

- Integration and System Testing for the multi layered, multi user, multi location application developed in dot net
- Offshore model
- Team size : 5

ZenTEST Solution

- Develop unit, integration & system test cases from 36 use cases
- Testing entirely done at offshore with user simulation and using various device interfaces
- Learnt the domain and involved Indian doctors as well for the same
- Design scenario based tests for end to end functionality testing
- Automate string testing using XML and QTP for loading data, test execution and result verification
- Create Load Runner scripts to test the performance and scalability of the system
- **Tools Used:**
 - ▲ Proprietary XML based testing framework using smart client architecture (online and offline)
 - ▲ QTP

Client Benefits

- Defects detected earlier in development lifecycle
- Lowered production support & application maintenance cost
- Reduction in time spent by business users during UAT
- Automated regression testing reduced application development time.



Case Study 2 : Outsourced Functional Testing : Document Mgmt Client : Conject, Germany

Client Challenge

- Our Germany based client,
- Had monthly releases for its Doc Mgmt System.
 - Testing was carried by their local computer graduates on adhoc basis.
 - There was very limited documentation available for the project.
 - Insufficient testing resources.
 - Complex and multiple logical layers of the application.
 - Changing business requirements that shortened the testing cycle
 - Every small change in the application called for complete regression testing cycle, that used to take more than 2 weeks.

ZenTEST Solution

ZenTEST brought on board a functional testing team with 2 dedicated offshore Team Members and every last week of the month 2 additional resources were deployed for the regression cycle on need basis.

Our team-

- » Acquired application knowledge by leveraging our existing familiarity with similar applications
- » Created a Feature list document after exploring the application.
- » Created Test Scenarios for each feature in the list.
- » Maintained a pool of 4 resources for this project.

Client Benefits

By using industry standard best practices ZenTEST established a requirements based test management plan.

We performed testing for each release and captured and reported defects and testing metrics for improvement.

Two people were dedicated for the project and remaining two people used to pitch in during the regression cycle only

The use of testing specialists and the pool concept reduced the testing regression cycle time from 2 weeks to one week and helped our client to meet their time and cost commitments.



Case Study 3: Performance Testing

Client: ADEA, USA

Client Challenge

- The application is a complex customizable information consolidation application
- After developers complete each iteration, load and performance testing is done to isolate bottlenecks and identify performance improvement opportunities.
- The firm wanted to lower costs without eliminating these value added services.
- Requirements included:
 - The team needed to be able to interact with developers
 - To lower costs, the firm wanted a small offshore team, yet one that could respond quickly

The ZenTEST Solution

- ZenTEST proposed a solution which allowed the performance engineering effort to move quickly. Key activities included:
 - Transfer of knowledge via conference calls, and onsite coordinators
 - Built a comprehensive test script library
 - Planned and executed tests using Rational Robot results, and tracked performance bottlenecks
 - Produced reports, metrics and made comprehensive recommendations for improving application performance to meet specified requirements

Client Benefits

Key Points:

- Built an efficient offshore testing model
- Created Rational Robot and Rational Performance Tester based test scripts
- Analyzed reports and identified crucial bottlenecks
- Bug tracking and retesting till closure
- Exceeded client expectations

Technology: Rational Robot, Rational Performance Tester, Epicentric Portal, iPlanet, SiteMinder

Team Size: 3

Duration:

4 Iterations - 2 week each



Case Study 4: Automation of a time & attendance product

Client: Seed Infotech for Honeywell, India

Client Challenge

Our client's Product Development Division, faced high post-production defects for one of their key products on Leave Management System. Since this was a customer-facing application, our client needed it to be bug-free. However, the development effort was bogged down with defects due to-

- Insufficient testing resources
- Extensive use of manual testing processes
- Complex and multiple logical layers of the application
- Changing business requirements that shortened the testing cycle.

ZenTEST Solution

ZenTEST automated the critical scenarios using WinRunner and TestDirector.

Precondition and Test Data was separated from script.

Test cases that required detailed verification of database and application were automated on high priority.

Client Benefits

The test execution cycle time was reduced without compromising the test coverage.

The entire test suite was easy to maintain, reusable and repeatable in every regression.

The same automation suite later helped Development team to perform unit level testing.

Minimize time to market for new features through functional and regression testing automation

Improve & quantify test coverage



Case Study 5: Process Consulting: Client: CashTech, India.

Client Challenge

Company had just conducted their first ISO audit.

They had complied with several Process related requirements but were not able to actually derive a process frame work which would help them produce optimum performance which was sustained and monitor able.

Process implementation and execution rigor were more at a team level rather than at an organizational level.

Cash Tech needed to be assessed on capability and maturity for future decisions on certifications.

ZenTEST Solution

ZenTEST first decided to conduct an internal audit with key departments within the company to understand the present state of processes and the level of maturity and capability with respect to CMMI requirements.

ZenTEST then made certain recommendation giving them a clear idea of state of processes and gaps to reach CMMI requirements. It also set a road map for implementing certain key processes which would help client reap immediate benefits.
(GQM)

Client Benefits

The Client understood clearly their present state of processes.

It also understood Gaps which needed to be plugged for creating a process frame work which would be responsible for optimum performance.

It helped them to understand areas if immediately worked on would at a small consideration would reap the client immediate benefits.

It got a road map for process maturity and capability which would help them get audited for higher process certifications.



Case Study 6 : Outsourced eLearning Testing

Client: Tata Interactive Services, India

Client Challenge

Our client, one of the largest e-learning solution provider,

- Faced high post-production defects for one of their key product i.e. a Learning Management System to teach Preach tree accounting software.
- Testing was carried by their internal testing team which was insufficient.
- There was very limited documentation available for the project.
- The application was a platform to host e-learning contents with complex and multiple navigations.
- Client wanted to carry out configuration testing on various OS and anti viruses.

ZenTEST Solution

ZenTEST brought on board a functional testing team with 2 dedicated offshore Team Members and 2 additional resources were deployed for execution on need basis.

Our team-

- » Quickly acquired the application knowledge.
- » Created a Feature list document after exploring the application.
- » Created Test Scenarios for each feature in the list.
- » Maintained a pool of 2 resources for this project.
- » Carried out configuration testing on 2 operating systems (Windows 2K and XP) and 2 anti viruses (MacAfee and Deep freeze).

Client Benefits

By using industry standard best practices ZenTEST established a requirements based test management plan.

We performed testing for the release and captured and reported defects in a very short span of a week.

The testing cycle time was reduced to one week without compromising quality.

The testing services helped our client to meet their time and cost commitments.

We provided configuration testing services.



Putting it all together, ZenTEST has the capability to deliver Testing projects and services

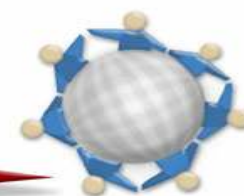
Domain Expertise

- Healthcare
- Finance
- Education

Global Culture

- The best people
- Values based culture
- Ability to ramp-up in record time

Your Success



Growth

- 40 in Testing
- 100% Plus Annual Resource Addition Rate
- 95% Annual Retention Rate

Technical Expertise

- Certified Mercury and Rational Trainers
- Automation Engineering expertise



Contact:

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Putting Quality First

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