



## CASE STUDY

# SystemwarePS

## PT<sup>3</sup> - People, Processes and Tools Assessment



systemware  
PROFESSIONAL SERVICES

**CLIENT:** Advertising and Marketing firm producing both digital and print media.

### **SITUATION:**

This client had a small Software Quality Assurance group. They needed to improve the quality of their marketing website solutions for their customers by maturing the way the QA group delivered more repeatable and structured results. They also wanted more interaction with the development staff to integrate quality earlier in the process. The client development team consisted of a domestic team as well as three offshore development teams that operated independently with minimal coordination. Limited automation was being performed, and no middleware or performance testing was utilized. The management team recognized they needed a solution to improve quality to their customer, provide consistent deliverables and reduce time to market.

### **SOLUTION:**

Systemware Professional Services conducted a comprehensive analysis of the people, processes and tools currently utilized across their software development life cycle. Interviews were performed with the quality assurance team, the onshore and offshore development teams and the business analysts. The SystemwarePS team gathered and examined current testing artifacts and processes. Analysis of current tools for test case management, defect tracking and automation was also conducted. This information was compiled and reported to represent the current state of their quality assurance capability.

Further discussions with the client along with SystemwarePS's recommendations provided a clear picture for the future state of their QA group. Utilizing the SystemwarePS PT<sup>3</sup> methodology, a QA Roadmap defined their current state, described their desired future environment and specified the practical set of actions to develop a mature quality assurance capability that would improve quality for their customer deliverables in less time.

### **RESULTS and BENEFITS:**

The project was performed within a three-week schedule including the presentation of the QA Roadmap to the client executive team. As part of the recommendation, the client would change procedures for their off-shore teams to deliver test cases and test execution results as part of their solution delivery. Another step in the implementation was standardizing the reporting of all testing efforts across the organization. Further recommended steps included leveraging QA automation and test asset management to help accelerate their QA process.

The client expected following these recommendations would produce quality and speed resulting in more satisfied customers.

REACH NEW HEIGHTS  
WITH THE RIGHT  
PEOPLE, PROCESSES  
AND TOOLS.

### **OUR COMPANY:**

Systemware Professional Services is a woman owned information technology consulting company founded in 1991. As a privately held company, our business decisions are predicated on long-term objectives that result directly from our understanding our client's goals. Our mission is to earn a trusted partnership with our clients and consultants by solving critical business problems with innovative technology services delivered by a team of talented, energetic and passionate professionals.

SystemwarePS is an Equal  
Opportunity Employer



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