



SUMATOSOFT

Building Future of IT Today

PROJECT SPECS

Project Type: CRM

Technologies: : JMeter, Jira, Selenium RC, Tomcat

Team: 1 Senior QA Engineer, 2 Middle QA Engineer, Part-time Scrum-Master

Duration: 9 months

Methodology: Scrum

Why chose us: following our former client's recommendation, we had an opportunity to offer a good strategy of quality management.

Company: NDA
Headquarters: USA, California
Industry: Telecom

CRM System Testing

Our Client is a startup owning several SaaS systems, including a big CRM system written on .Net. The Client changed developers teams and technologies used several times.

The Client faced the necessity to **adjust automatic testing process**.



Client's Business Challenges

Even though the CRM system had been available at the market for some time and the company had a rather extended team of QA specialists, the Client faced **problems with the service quality**: users started to leave; the number of critical reviews was growing. It was necessary to **find the reasons of the crisis** and the best way out.

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Our Solution

Aiming **to reduce expenses on manual testing**, we singled out the functionality, which required manual QA, and the functionality where QA could be automated. When the **tests plan** was brought up to date, the most crucial and the less variable functionality was **automized** using **Selenium**. Our specialists recommended and implemented **Unit-testing**. Also we realized a several sessions of **stress testing**.

We also recommended **to change the approach** to the product development. We suggested introducing a version model. New **versions releases** were coordinated with 3-week sprints. Each version was **obligatory tested** by our specialists. We developed the **unified plan of tests**.

Results

The measures taken by the developers after the stress testing allowed **improving data integrity** in the system and increasing the peak load up to 42% without the infrastructure change.

Our specialists found more than 5,000 bugs of various complexity. The number of critical bugs, which real users could find, was reduced up to 0, the number of bugs in business functionality was reduced by 4 times, the bugs percentage in the layout and UI - by more than 10 times.

As a result, the client managed to **reduce costs on the system maintenance, increase customers loyalty and increase its market share**.

The Client plans to develop mobile clients to the product. Right now, they are developing the necessary specifications. Our specialists are already testing new products.

Find Out How We Can Help Your Business

[Get in Touch](#)

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