

XBOSoft **BlackLine Case Study**

XBOSoft Success Story: **Financial Applications for the Close Process**

XBOSoft

XBOSoft, Beijing based with US management, is a full-service software testing company serving both the US and European markets. Founded in 2006, XBO has a proven record of success from Fortune 100 companies to small independent developers.

XBOSoft delivers a full range of testing services including automated testing, functional and regression testing, performance testing, web security testing, platform compatibility testing, localization testing, user experience testing, usability testing and web application testing. Our testing services can be carried out across all major operating systems, data bases, platforms, application servers and browsers.

XBOSoft offers several proprietary programs and tools such as our XBO ONE™ Automation Methodology to identify bugs early and reduce development lifecycles, XBO CommONE™ online client collaboration tool for secure 24/7 online access to project information, and XBO Quick Release™, the unique low-risk program for small businesses looking to outsource software testing.

About XBOSoft:
www.xbosoft.com
info@xbosoft.com

USA:
640 Rocca Ave.
South San Francisco, CA 94080
Tel: (408) 350-0508
Fax: (408) 748-1826

China:
Great Wall Computer Building, # 301
38 Xueyuan Rd, Haidian District
Beijing 100083
Tel: 86 (10) 6235-5616
Fax: 86 (10) 8235-6072

Europe:
Visseringstraat 21A
Amsterdam, The Netherlands
Tel: 31 (20) 6843296



The Client

BlackLine Systems develops and markets financial applications which automate and control the entire accounting “close” process. By helping companies automate and control processes that were formerly manual and spreadsheet-driven, BlackLine enables organizations to realize improved compliance, control, and lower costs. With many Fortune 500 and global business clients, BlackLine needs to deliver robust, reliable and easy-to-use solutions.



“Yesterday was an eye opening experience for me going through the XBOSoft bugs. I’m impressed with their knowledge of the application’s functionality including the nuances of the role based security.”

- VP, Development, BlackLine Systems

Business Challenges

BlackLine's applications are used by more than 10,000 users worldwide and have fully functional international capability. The software supports a wide range of customer needs through intelligent use of technology for rules-driven automation.

In order to thoroughly test the software,, Blackline required a testing provider who understood their financial and accounting domains and could quickly come up to speed the particulars of their software and how customers use it.

Furthermore, Blackline needed a testing partner who would dedicate a team to them that over time, would build a knowledge base to support a consistent high level of service, efficiency and an ability to find functionally deep and process related defects.

Solution: What it Means to Partner with XBOSoft

Partnering with XBOSoft allowed Blackline to benefit from a wide range of XBOSoft's software testing solutions and expertise, such as:

- **Domain Knowledge**
XBOSoft worked closely with Blackline to ensure that their customer's "use cases" would be fully covered in the testing process. XBOSoft's experience in the financial software domain significantly compressed the start up time while ensuring full coverage test cases. For example, the underlying general ledger has multi-currency capability implemented. BlackLine's software imports balances directly from one or more general ledgers, or from a single balance, and then uses imported exchange rates to interpolate other balances.
- **Platform Compatibility**
Blackline's product has both web-based and client-server versions. Hence, regression testing across platforms is an intensive and time-consuming task. XBOSoft developed automated test suites across all operating system platforms - Windows (from 2000 version to 2008 version), and browser combinations (Firefox, Safari, Chrome, Explorer) to provide smoke and regression testing with each release.
- **Internationalization Testing**
BlackLine's applications have the end user option to be displayed in a number of different languages including: English, French, Spanish, German, Brazilian Portuguese, and Korean. To ensure maximum test coverage with high build frequency, and while keeping to a tight schedule, XBOSoft's automated test experts rapidly set up the proper environments for each new build.
- **Performance Testing**
Blackline's 10,000+ users access millions of records per day across various platforms with full international capabilities. To properly manage and ensure superior testing performance across these myriad versions, XBOSoft set up numerous end-user scenarios and utilized several off-the-shelf and proprietary tools to deliver the performance metrics required.



XBOSoft's Advantages

- **Flexibility**
Blackline utilizes multiple XBO testing services for every software release. These releases are completed on a regular basis by XBOSoft's dedicated testing team. However, special projects in automation, performance and security testing often arise out of fixes and feature releases that require more bandwidth or special skill. The diverse skills and experience of XBO's Testing experts can meet these needs.
- **Speed**
Our process driven testing methodology adds structure, efficiency, and speed to our engagement efforts. In fact, XBO's entire testing model is driven by the objectives of quick detection of defects and improving the quality of our customer's software. This slows from process driven and automated methods to testing platform set up to coordinated teamwork and effective communication with our customers,
- **Communication**
XBOSoft is known in the industry for its transparent and frequent communication with customers. Our online CommandOne™ communication platform provides secure 24/7 access to project information. This is supplemented by weekly conference calls, and daily or weekly reports. This close connection with our customers creates a teamwork environment.
- **Accuracy and depth**
XBOSoft's in-depth domain expertise allows its testing team to quickly master such applications and find difficult defects and challenging bugs. This is what drives "value-added" testing.