

# **XBOSoft** **Nimsoft Case Study**

# **XBOSoft Success Story: Performance & Availability Monitoring Solutions**

## **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 with a proven record of success from Fortune 100 companies to small independent developers.

XBOSoft's delivers a full range of testing services from an end-user perspective and include 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

### **US:**

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

### **France:**

5 rue de Castiglione  
75001 Paris  
Tel: 33 (6) 1142-9255



## **The Client**

Nimsoft, based in Norway and one of the fastest growing software companies in the world, provides enterprise-class software that proactively monitors and analyzes the performance of the IT infrastructure and business applications. Nimsoft reduces the cost of monitoring while improving visibility into IT performance and highlighting its contribution to the business.



"We are quite pleased with the quality of the cases, well done."

*- QA Lead, Nimsoft*

## **Business Challenges**

Over 680 customers in 30 countries rely on Nimsoft solutions to monitor their IT based business applications and services. These customers include mid-market and global organizations, such as Barclays Capital and Amway Corporation, Bay Area Rapid Transit, Ladbrokes, MTU Aero Engines, TriNet, TRW Automotive, and hundreds of leading managed service providers.

Owing to the complexity of the hardware (for both OS and network environments), the scope of the testing matrix, and the complexity of the software technology, Nimsoft needed to find a unique outsourcing service provider who could deliver the right mix of technical competence, process management, and defect tracking.

Additionally, Nimsoft knew for the partnership to be successful, the outsourcing provider needed to be flexible and nimble to demanding testing needs and sophisticated requirements, and communicate effectively with Nimsoft's internal development/QA team.

## Solution: What it Means to Partner with XBOSoft

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

- **Full range of hardware and operating systems:** XBOSoft provides almost all operating system platforms - Windows (from 2000 version to 2008 version), Linux and Unix; as well as hardware – X86/X64/Itanium for Windows, Sparc for Solaris workstation and AIX.
- **Functionality Testing:** Complete verification of all functionality, and more importantly, validate product designs from the perspective of the user.
- **User Acceptance Testing:** XBOSoft discusses in detail with the client the UAT testing criteria and contents before or in the beginning of the project execution phase. This ensures the UAT testing deliverables absolutely meet the delivery criteria.
- **Automation Testing:** Automation criteria and requirements are clearly outlined with the client and executed with each software build (installation/un-installation, functionality and GUI checking). A report is submitted to the client to ensure if the latest build has passed the feature verification prior to transferring to manual teams.
- **Test Case Development:** XBOSoft works closely with the client to write test cases together, review test cases and ensures the cases cover all the salient points for the software to run optimally.



**Online collaboration:** XBOSoft's CommandOne™ collaboration system posts bugs online, allowing the client real-time 24/7 access to project related information combined with daily status reports to Nimsoft ensuring a complete project history record and transparent communication.

## XBOSoft's Advantages

- **Flexibility**  
Our flexible engagement models enable our clients to select the services they want, when they need them. From a dedicated testing team to work executed on a project basis, XBO has the flexibility to meet diverse needs.
- **Proven Testing Processes and Management**  
Our 3-step bug validation process (reporter, verifier and reviewer) maintains bug quality, reduces duplication, and ensures the developer team quickly locates and addresses any problems. Our effective image/resource management enables us to accurately reproduce the environment from which a bug is found and validate its status on new software builds.
- **XBOSoft CommandOne™ 24/7 Online Project Management**  
XBOSoft's CommandOne™ facilitates communication and coordination with our clients. This proprietary tool, provides secure live access to customer's project information 24/7, and keeps an accurate project record of questions, answers, any requirements and changes throughout the life of the project.
- **XBOSoft 24/7 DTS Management**  
XBOSoft can provide our clients the online Defect Tracking System (DTS) upon their request. Clients can integrate it into their own product life cycle as a way of tracking bug delivery.
- **Rapid Response Culture**  
A company culture that puts the client first, prides itself on providing timely response to new projects and work order changes.