

# XBOSoft Oracle Case Study

## XBOSoft Success Story: Information Management Software Provider

### 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:

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### The Client

Oracle is the world's leading supplier of software for information management, and the world's second largest independent software company. Oracle technology can be found in nearly every industry, as well as in the data centers of 98 of the Fortune 100 companies. They are the first software company to develop and deploy 100 percent internet-enabled enterprise software across its entire product line: database, business applications, and application development and decision support tools.

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- "They were systematic, thorough, responsive, communicated very well, and friendly."
- "So I'll be looking forward to getting "The Word" from ya'll on the UNIX guide and upgrading section. And thanks again for all the great teamwork!"
- "Thanks for the great documentation review comments! I incorporated all 84 of them."
- "The team was impressed with the quality of defects that your team has filed. Top notch quality of defect submission."
- "Our products are very complex. We expected a one year ramp up time, but XBOSoft was able to contribute to our release cycles in just 6 months. This includes both test automation and manual localization testing."

*- Development Vice President, Oracle-Hyperion*

### Business Challenges

Oracle provides a range of products for financial planning, performance management, and data quality management. In order to meet the demanding business needs of their global customers, the company must continuously deliver leading-edge development on their full suite of products in order to meet demanding business needs from global customers. These needs include, but are not limited to, supporting their international customer base, decreasing time-to-market of new product releases, and maintaining the highest quality and standards. In parallel, costs must be effectively controlled. One way Oracle manages their costs is through outsourcing. Finding the right outsourcing service provider can be a daunting task. The right provider must exhibit technical competence, proven communication skills across different locations and time zones, and a successful track record working with large US enterprises.

### Solution: What it Means to Partner with XBOSoft

After a rigorous review and evaluation process, Oracle chose XBOSoft as their testing outsourcing service provider. XBOSoft's effective management, flexibility to scope and requirement changes, and on-time delivery of projects established Oracle's confidence in XBOSoft's ability. The relationship has expanded from localization testing for one product, to assuming software quality assurance responsibilities on a full suite of products. These services across multiple products include:

- **Localization Testing**

Verify the support of all product features on 11 languages across 82 platform configurations.

- **Automated Testing**

Develop, maintain, and execute automated test scripts on multiple configuration platforms. The scripts consist of more than 263,000 lines of code per release using an architecture that is completely modular, easily extensible and highly reusable. This greatly reduces Oracle's cost on smoke and regression tests and gives quality managers confidence that bug fixes and last-minute system changes have not impacted other functionality.

- **Performance Testing**

Verify boundary conditions, run scalability and portability tests across releases and platforms. More than just reporting numbers, XBOSoft provides insightful analysis of the testing data to eliminate performance bottlenecks.

- **Documentation Review**

With deep expertise gained from installing, configuring and testing the product(s) on multiple platforms, XBOSoft reviews documentation, from an end-user point of view to verify accuracy and completeness.

### XBOSoft's Advantages

- **Getting the Right Team and Keeping Them**

XBOSoft has a well designed training program for every newly hired quality engineer. Our training covers test basics, test theory, test case/bug writing, product training, CBT, real test-case-execution, etc. XBOSoft assigns a senior QE as a mentor to give trainees one-on-one training. In addition, we ensure training quality

by administering an exam upon completion of the program. Only those who pass the exam sign on as XBOSoft employees and are permitted to work on the client's projects. To maintain minimum turnover of employees, XBOSoft provides a clean and comfortable work environment and competitive compensation packages.

- **Proven Testing Processes and Management**

Our 3-step bug validation process (reporter, verifier and reviewer) maintains bug quality, reduces duplication, and ensures that the development team can quickly locate and address any problems. Our effective image/resource management enables us to accurately reproduce the environment from which a bug is found and quickly validate its status on new software builds.

- **XBO CommOne™ 24/7 Online Project Management**

XBOSoft's CommOne™ facilitates communication and coordination with our clients. This proprietary tool provides secure live access to customer's project information 24/7. It also keeps an accurate project record of questions, answers and any requirements changes throughout the life of the project.

- **XBO MachOne™ Test Analysis Tool**

MachOne™ is XBOSoft's unique, industry pioneering browser-based analyzer. This tool organizes test data from multiple test systems enabling QA managers and engineers to review and assess test operations and results with a superior level of confidence.

### Client's Business Benefits and Value Delivered

- Cost savings by supplementing their team with a global component.
- Shortened regression test time due to test automation enabling quick turn-around for bug verification.
- Improved product quality through automated acceptance test suites run on multiple platform stack components including operating systems, databases, application servers, languages, and browsers that increase platform verification.
- Improved product documentation via a thorough verification process that accurately and completely captures feature and product changes across the product suite.
- Concentration on core competence of product development while XBOSoft focuses on product testing.