

XBOSoft Success Story: Computer Telephony Software Provider

XBOSoft Pridis Case Study

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

Pridis designs CTI software which simplifies existing communication processes. Its flagship product, FLORIN 5.0, registers telephone calls and provides detailed cost accounting. Pridis' other leading products include Calacsy 5.1 for monitoring customer's reach-ability (answering times, abandoned calls, etc.), IP-Connects for office operator performance monitoring, Hi-Way 2.5 for telephony data management, and ESPA Application Server for integrating paging services. Each product has full web-based reporting features allowing customers to develop detailed cost reports or enabling remote users to view their function specific call related information.



"We've been working with XBOSoft for a while now. In the beginning I had my doubts because of the distance and time zone difference, but actually it has proven to be a bonus. They've done excellent work on the bug reports, and integrate well with our development team in utilizing the time zone difference to our advantage to speed up the development process."

- *Technical Project Manager, Pridis*

Business Challenges

The broad capabilities and extensive reporting features throughout Pridis' product line lead to many business rule testing scenarios. Adding in security issues associated with managing varying degrees of sensitive information and data, creates a plurality of complex options that presents a significant challenge for regression testing in an Agile environment.

Pridis needed a Testing and QA company, and ultimately a partner, that could provide a total solution, encompassing performance, automation and security testing, employ mature management processes and communication methods, and maintain a dedicated team to build up in-depth domain understanding. All while being flexible using an Agile process.

Solution: What it Means to Partner with XBOSoft

Partnering with XBOSoft gave Pridis the QA & Testing services they were looking for, with access to a wide range of software testing solutions and expertise, such as:

- Platform Compatibility Testing**
 Pridis software is client/server based, yet, platform compatibility is a must as their customer base uses a variety of front end combinations of operating systems and browsers. XBOSoft's testing lab is fully equipped giving Pridis confidence that all possible platforms are covered.
- Automated Regression Testing**
 Because Pridis uses an Agile development methodology, releases tend to be very close together. As such, each release needs to be regression tested for all base functionalities to ensure new features/fixes have no impact on existing modules. XBOSoft developed automated test suites to execute on each build, reducing the testing manpower needed for each iteration, while improving product quality over greater functional and platform coverage.
- Performance Testing**
 For some of its larger customers, Pridis' call record database covers millions of records. This requires each version to be benchmarked and tested against large datasets to ensure error free performance of the user interface and program code, as well as the database platform and data schema across the myriad test cases. XBO's team of experts created a custom performance testing program to effectively meet this need.



XBOSoft's Advantages

- Agile Flexibility**
 Pridis uses Agile development methods. As a result, software releases range from daily to weekly and cover small patches and bug fixes to major quarterly releases. Having a dedicated team with the requisite domain knowledge, XBO responds quickly and works closely with the Pridis team as if they are in the same location.
- Test Management Process Maturity**
 XBO's TMAP-based testing process ensures transparency and structure across all of XBO's testing deliverables and artifacts. XBOSoft engineers are experts at finding, duplicating and characterizing high quality defects. They start with developing a test strategy and follow up with planning and execution. XBO compressed and adapted TMAP for agile development, while still ensuring accurate record keeping and analysis is done along the way leading to improved quality and processes over time, not just finding defects.
- Testing Services: Dedicated Team with Domain Knowledge**
 XBOSoft's complete suite of services gave Pridis the confidence that all of their testing needs could be found in one shop using a dedicated team with knowledge management systems to build up and sustain the domain and product knowledge gained over time. Beginning with functional testing, the combined XBO/Pridis team now works together on a daily basis addressing more difficult tasks including performance bottleneck analysis and security fault testing.
- Tool Integration and Teamwork**
 XBOSoft uses Pridis' online Defect Tracking System (DTS) and test case management system. This enables XBOSoft testers and Pridis developers to work hand in hand on a daily basis using the same infrastructure rather than passing spreadsheets back and forth. XBOSoft has used many DTS, test case management systems, and other tools depending on the customer's particular needs. Many customers prefer to use XBOSoft's tools rather than buy their own as it's included as part of the testing services.