# A property domain client gets high-quality products with Suyati's QA expertise

*Testing the client's applications to ensure smooth performance and enhanced customer experience*

## THE CLIENT

SAI Global Property is the largest provider of settlement services in Australia, a property information broker and a trusted and established partner for businesses involved in all stages of the property transaction life cycle. The client has outstanding and proven expertise in streamlining operations vis-à-vis all aspects of the property lifecycle.

## THE BACKGROUND

SAI Global Property offers several products and services that enable the smooth management of property transactions. Search Manager and Conveyancing Manager are two of the major applications:

**Conveyancing Manager –** This application is a specialist conveyancing software that enables users to work online and offline, ensuring that regardless of location the conveyancing workflow and associated files can be accessed and updated. It provides time saving functions such as click to generate multiple documents, settlement calculators, document bundling into PDF and Projects module. Conveyancing Manager is integrated to SAI's other products – Search Manager, Settlement Room and Conveyancing Directory.

**Search Manager-** This web application provides an easy access to over 7,000 due diligence search products from over 2,000 data and information providers including essential property certificates required for the sale, purchase and development of land in Australia. Search Manager is a one stop shop full service offering covering all information requirements of SAI's customer segments including solicitors, lawyers, property conveyancers, brokers and bankers.

Both the applications were frequently optimized and updated with new features to make them more user-friendly and intuitive and the client was constantly looking to improve their users' experience. With developments happening often, they needed a dedicated team to assure the quality and performance of the applications, identifying any bugs and performance errors. Suyati's Quality Assurance exponents were engaged by SAIG to test their applications end-to-end.

## WHY SUYATI

- Suyati's long and cumulative experience in Quality Assurance &Testing
- Niche capabilities in:

  - Functional testing- on various CRM, CMS platforms as well as mobile
  - Web service testing using SOAP UI
  - Salesforce testing
  - Cross browser testing
  - Data migration testing- via SQL Query and Excel Lookup
  - Responsiveness testing- via Physical devices and Browserstack tool
  - Automation testing- JMeter [Performance testing] and Selenium Webdriver [Functional testing]
  - API testing via RESTclient

- Process-orientation and adherence to the industry best practices in QA
- Ability to identify and provide right resources to the client

- Laying more emphasis on ownership and getting motivated with the business results and outcomes
- More focus and orientation towards business through technology

## THE CHALLENGES

- As beginners in the real-estate/ property domain, understanding the nature of the vertical and its needs posed a great challenge to us. We welcome challenges, and this domain is no exception to that. The resources were quite flexible and adapted to the business needs with training and self-learning.

- Numerous calculations and back-end business logic are involved in the applications, especially when it comes to banking norms and processes. Understanding this logic was cumbersome, but essential to being able to identify defects.

- With the whole development being done in-house, we didn't have a first-hand account of the application's functionalities and features. Though, gaining knowledge about the application was taxing initially, we could master it successfully.

## THE TASKS & SOLUTIONS

- Test Conveyancing Manager and Search Manager applications against all possible defect scenarios.
- Identify defects/ bugs and alert the development team to fix them at the earliest.
- Follow-up with development team to track the progress of the defect rectification and close them on time.
- Contribute wholly towards improving the user experience by ensuring that these applications are error-free and are performing well.

## THE PROCESS

This Quality Assurance and Testing project was executed by following an Agile methodology with each sprint was planned for a period of four weeks.

**First and second week-**

- Requirements analysis and planning- Participating in specification workshops and understanding the requirements clearly.
- Based on the requirements, prepare test cases in ALM for each user story.

**Third week-**

- Functionality Testing-Execute all test cases present in ALM (adding defects found in Jira) and assigning for BA to review.
- This phase also includes retesting all the fixed issues as per the status in Jira and update ALM.

**Fourth week-**

- Regression Testing- Run regression test suite and make sure nothing is broken due to the new change

**Take a look at the detailed process of quality assurance followed in this project:**

1. Participate in specification workshops and understand the requirements clearly.
2. Work with different resources like Product owner, BA, Operations staff, etc. to get a clear understanding of the requirements.
3. Prepare test cases and test data in HP ALM for each acceptance criteria mentioned in the user story.
4. Start testing once the Story/Task status is ready to 'Test' in Jira.
5. Issues found while testing will be added to Jira under the particular task that belongs to the story and we will add this defect information in HP ALM to the corresponding test cases under the requirement.
6. Retest the defect after finding the status is returned to 'Ready to Test'
7. Testing of the story gets completed and the status can be changed to 'Passed' in Jira only after closing all the defects under different tasks belonging to that particular story.
   *Story>>Task(Multiple)>>Defect(multiple)*
8. Once we changed the status of the story to 'passed' in Jira, then the same will be updated in ALM too to get reflected in test reports.
9. Participate in Go/No Go meeting.
10. Perform smoke testing.
11. Participate in retrospective.
12. Updating regression suite as per the new enhancement.
13. Participate in daily stand-up

*Jira- JIRA is used to capture all the testing requirements as well as the defects that we encounter.
*ALM- HP Application Lifecycle Management (HP ALM) is a tool used to add test cases.

## THE ENGAGEMENT MODEL

Suyati's Time & Material model of engagement implies that you pay by the hour, for the work executed. Businesses prefer this model of outsourcing when they are faced with long-term projects that need varied expertise.

**Distinct advantages include:**

- Ongoing creation and maintenance of IT projects and processes
- Ability to restrict costs and output, based on business needs
- Control deliverables and manage time effectively

The Time & Material model works best when you have an open-ended requirement or project, with the need to manage and monitor the team's inputs and outputs. This is perfect if you are just getting started with an idea, or need some preliminary ground work done before embarking on a long-term project.

So whether you need to create a new application from scratch, or quickly churn out a prototype to test the waters, we have the ability to assemble teams in a jiffy and work to your requirements as they evolve.

# Suyati
## dream. dare. do

## ABOUT SUYATI

Suyati is a fast-growing, digital transformation solutions company that helps you rebuild your customer experience for the digital consumer. We collaborate with businesses to strategize and implement impactful digital initiatives that position our clients ahead of the competition. We are digital-first and we focus on delivering digital transformation solutions that support your various engagement strategies. With our niche and rich expertise in a wide range of technologies and services- CMS, CRM, e-commerce, Cloud, IoT, Data Analytics, and Product Engineering- we help companies leverage their best on web/cloud/mobile platforms.

We enable you to create insights driven customer engagement across all touch points to build a unified marketing approach. Our custom technology solutions have been deployed successfully in companies across the globe, especially in the US, UK, Europe and Australia.

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