TESTING THE WAREHOUSE AND LOGISTICS MANAGEMENT SYSTEM FOR A US-BASED CUSTOMER ENGAGEMENT SOLUTIONS PROVIDER

The client wanted to stay competitive in the growing digital world by offering their customers prompt and fast customer service. Suyati ensured that their customer app was glitch free with robust testing and QA practices.

OUR CLIENT

A US-based company that offers their clients an efficient one-stop shop for a wide range of marketing and fulfillment services.

BACKGROUND

Client required us to create a Windows-based application:

» for their service technicians to receive work orders and to have interaction with their team when required and

» for the third party vendors to generate invoice

TASK

We developed Field Interface Module (FIM) for a Windows-based application that had to be integrated with MARS (where the work order first arrives).

On completion, the requirement was to test the compatibility of the app on desktop and Lenova 10 inches tablet (Windows 8.1).

CHALLENGE

Though synced with internet, the application is not web-based, which makes it difficult for doing regression testing for the entire application on a daily basis.

SOLUTION

Largely testing was done manually but we did automated testing for regression.

The three main testing we did manually:

» **Functional Testing**: We checked the functionalities of the entire app

» **Integration Testing**: The app has eight modules. We tested if they seamlessly integrate amid each other.

» **Responsive Testing**: As the technicians usually carries a tablet to check the app, the UI and UX function had to work smoothly.

For implementing automation framework for desktop application, we used an open source tool called Winium, which works based on Selenium.

» **Regression testing**: Automation eased the task of regression testing, we saved time of resources, focussed more on retesting of bugs and new features.

SUYATI'S EXPERTISE IN QA

Suyati is a digital transformation company. We help our clients to acquire and retain their clients using latest technologies and platforms.

Mobile app testing is necessary and has become a critical part of mobile app development. As a professional company, our testing team focuses on improving quality and performance of the IT applications, ensuring proper functioning of the app and higher productivity from your releases. We have 30+ years of overall man-hours of Quality Assurance Consulting expertise and Quality Assurance Documentation.

At Suyati, we do Web Application Testing, Mobile Application Testing and Desktop Application Testing. Our QA Competency includes QA process design, Functionality, integration, Load, Security, Regression, Usability, Performance, Compatibility and much more.

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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