

Tricentis: Software testing reinvented for Agile and DevOps



QA Vector® Insights



Business Problem

- Siloed tooling obscured enterprise view of QA
- Improve integration across the delivery pipeline



Constraints

- Accelerate delivery of QA outcomes to audit
- Enable custom reporting



Target Benefits

- Transform towards Agile practices
- Increase test case reusability

Modernizing enterprise-level test management enabled Everest Re to improve audit workflow

Unconnected toolchains built to support waterfall software delivery drove Everest Re to seek a modern test management solution.

Seeking to replace Micro Focus ALM and their scattered test management estate, Everest Re sought – and on the surface found – two potential enterprise-level test management tools.

The need to overcome test evidence processing for audit was the deciding factor for Yasar Sulaiman, Director of Quality Assurance at the US Headquarters of global reinsurer Everest Re.

The catalyst to modernize testing was the organization's move to Jira Software for enterprise agile planning, which created a need for integrated agile test management.

“It was a close decision between Smartbear Zephyr and Tricentis qTest,” says Yasar. For Everest Re, the ability for Tricentis qTest to export test results directly to Excel – and therefore save hundreds of hours in the migration process from Micro Focus ALM – sealed the deal.

Another key differentiator is Tricentis’ ability to support customers, borne out by experience. “The team at Tricentis has been really supportive,” says Yasar. Tricentis qTest is also a standalone system, offering enterprise level scalability.

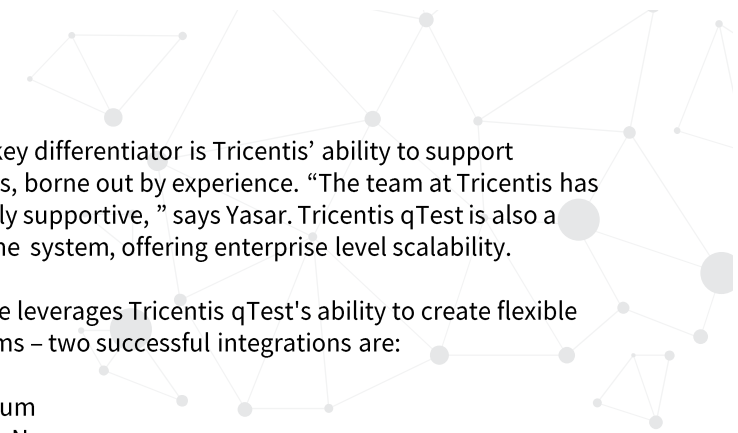
Everest Re leverages Tricentis qTest's ability to create flexible ecosystems – two successful integrations are:

- Selenium
- ServiceNow

Tricentis qTest is enabling the firm to transform its practices towards Agile. Adapting to the tool’s optimal workflow has helped with that process.

Tricentis remains closely engaged with Everest Re and expects to resolve challenges caused by existing infrastructure – integrating with Jira Software and rejecting test cases en masse.

In light of the merger between Tricentis and QASymphony, Yasar is optimistic for the future. “Tricentis qTest has the right foundation,” he says, “the team has really managed the acquisition well.” Everest Re look forward to more innovation in the near term.



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Business Problem

- Slow regression testing processes with a high degree of test bloat
- Complex end-to-end business flows



Constraints

- Fast turnaround from commit to QA outcome
- Limited availability of internal resources



Target Benefits

- Transform from UI to API testing practices
- Increase test resiliency and reuse

Redefining test execution and automating regression testing enabled EdgeVerve to identify critical risks faster

Manual regression delivering slow, inconsistent test evidence caused EdgeVerve to partner with a modern test automation specialist.

EdgeVerve – an enterprise software development and RPA specialist seeking to move away from its manual testing model – faced a classic build versus buy scenario: develop based on open-source frameworks or procure an industry-leading test automation tool.

Opportunity cost was the deciding factor for Sreeja Nair, Product Line Manager at EdgeVerve. Although in-house development carried less up-front cost, total project execution was expected to cost a team of developers six months.

“Tricentis Tosca is not a free solution,” says Sreeja, “but by delivering quality at speed [and improved] customer experience, it is worth the cost.”

Sreeja found the ability to create functional, codeless test automation with minimal training overhead to be the critical benefits of using Tosca.

The QA team re-examined and optimized every aspect of their testing process to align it with their highly-accelerated development process.

First, they reviewed their tightly fused end to end tests and re-envisioned them as modularized tests based on reusable components. This enabled EdgeVerve to escape the maintenance trap that previously slowed down testing and prevented them achieving measurable test automation gains.

Next, they shifted 80% of their testing from the UI layer to API layer integration tests. Since these tests cross multiple APIs, check database values, etc., they provide an accurate assessment of how core transactions are working – without forcing the QA team to wait for the user interface to be finalized.

Additionally, the team used risk based testing to eliminate redundant tests that were not adding value (44% of their legacy test suite), and they integrated their streamlined automated testing into the CI/CD pipeline. The result: developers receive immediate quality feedback on each build, defects are identified earlier, and developers and testers closely collaborate to meet very aggressive release timelines.

“Tosca [enabled us] to change the culture and mindset for testing. Anyone who walks into the QA function can pick up this tool and get started.”

Contact Us

shane.hill@qa-financial.com

+44 (0)20 3958 4424