

ELEKS' Localization QA – high quality enterprise security software in all supported languages

ELEKS' qualified software testers performed localization testing of enterprise software based on a strong knowledge and accumulated expertise about this product line. Our QA localization team developed a robust test optimization matrix in such a way that the product line can be tested in all languages and overcome all challenges faced by the client ahead of delivery time as well as help the client reduce costs.

Solution

ELEKS' QA team provided comprehensive services to guarantee high quality of the products in the shortest possible time to market. We defined a testing plan that could automate as much testing as reasonable according to the customer's testing strategy. As a result, the QA localization team created an efficient testing process, which includes the following types of testing:

- **localization testing** – to check whether the enterprise product (client-server applications, as well as online content) are appropriately adapted to the target locales where it will be used and sold;
- **automated testing** – to increase the effectiveness, efficiency and coverage of software testing;
- **compatibility testing** – to check if the product works properly with all officially supported Windows and Mac versions as well as with different browser versions;
- **regression testing** – to detect errors in the previously tested versions;
- **cross-browser testing** – to verify functionality of products' web elements and check whether they are well designed, correctly adapted to certain locale in context of specified language particularities;
- **ad-hoc testing** - to check the software based on the team experience in order to diversify our tests and cover more different test cases in a short period of time;
- **exploratory testing** - to test products using different approaches due to team ability to be flexible in learning and quick in test design and execution.



Customer

A leader in the security industry that has remained a dominant software provider for enterprise security solutions for years

Industry

Security software

Project Objectives:

- To ensure that product line retains all functionality, is well adapted and meets all the requirements and goals for a multilingual audience
- To develop an explicit QA plan to meet tight deadlines
- To create a test optimization coverage matrix to accelerate the testing process
- To reduce testing time and costs due to usage of automation

Challenge

The challenge was to develop an efficient test automation process to ensure that the localized products are ready to enter the market by simultaneous shipping within 24 hours.

Business Benefits

- High quality of the localized enterprise product line
- Reduced time to market
- Significant cost reduction of the L10N cycle
- Simultaneous shipping of localized project versions
- L10N testing efficiency due to automation approach
- High level satisfaction of global end-users

Technologies and Tools

- **Testing documentation:** Microsoft Office applications, Microsoft Project, Perforce, customer test case management and bug tracking tools
- **Virtualization tool:** VMware ESX
- **Operating systems:** Windows XP, Windows 7, Windows 8, Windows Vista, Windows Server 2003, Windows Server 2008 R2, Windows Server 2012, Mac OS 10.x
- **Test browsers:** Microsoft IE, Firefox, Safari
- **Database servers:** Microsoft SQL Server 2005, 2008
- **Active directory:** Microsoft Windows Server 2003 Enterprise SP2

Types of Testing Applied:

- Localization testing
- Automation testing
- Compatibility testing
- Regression testing
- Cross-browser testing
- Ad-hoc testing
- Exploratory testing

Scope of Services

- Test plan development
- Test case development
- Test documentation development
- Test environment preparation
- Manual test case automation
- Testing cycle performance
- Linguistic review strict support
- Customer request support

Project Approach

With more than 1,000 manual test cases, the quality assurance process for the product line became very challenging. Due to the constant growth of our products, our team had to cope with tasks such as:

- Complete full testing cycle and reduce testing time for localized versions
- Develop new test cases according to newly implemented features
- Improve the overall system quality without an increase in testing time

With a main focus to meet the tight deadlines caused by products' short time to market and ensure a quality release, the ELEKS' team successfully accomplished the following:

- Effective and transparent communication with clients' team in different geographical locations and time zones
- QA plan creation to meet the schedule
- Development of a test coverage optimization matrix – all languages, browsers and OS systems were divided in a way that all scenarios are covered across languages and platforms
- Development of automated deployment process, as well as system installation, smoke tests, feature testing and report generation to produce reliable quality metrics
- Improvement of quality and coverage percentage of test automation processes
- Efficient cooperation with SWE (Software Engineers) that helped speed up the bug fixing process
- Support of a language quality service team

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