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Rational software

Business Success Case Studies





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CresTech is a market leader in Outsourced Software Testing Services providing Consulting, Resourcing, Training and Products to a varied clientele and help them with improving their Testing Processes and Quality. The company implements Quality and Testing Solutions for its customers in order to meet their timelines, budget and quality goals.

The software testing services span across enterprises such as Banking and Finance, Insurance, Media & Entertainment, Telecom, ERP and Travel & Tourism. Nurturing innovation, and with their specialization in automation, CresTech has helped with increasing productivity by over 300% and provides cost and test effective solutions to its customers. As an IBM Premier Business Partner, CresTech offers its clients a comprehensive solution suite related to IBM Rational products.



Solution Synopsis:

The solution implemented was to benchmark the upgraded system and tune it to support 300 users. Custom coding in scripts helped reduce the analysis effort thus maximizing the efficiency of performance analyst.

Client Background:

Max New York Life Insurance Company Ltd. is a joint venture between New York Life, a Fortune 100 company and Max India Limited, one of India's leading multi-business corporations. Max New York Life offers a suite of flexible products. It now has 26 life insurance products and 8 riders that can be customized to over 400 combinations enabling customers to choose the policy that best fits their need.

Business Need & Challenges

With growing competition in market, business realized the need of frequent launching of new life insurance products. With this business goal, IT had to deliver at the same pace. Major releases of policy administration system (Ingenium) now contained more products and extra functionalities which increased the pressure on development and testing teams to deliver fast without compromising on the quality. Regression was the biggest challenge while testing the system. With every new release it consumed more and more resources and time.

Solution Implementation:

The solution to the above business need was provided in terms of automated regression pack using IBM Rational's Rational® Functional Tester.

With the help of an onboard CresTech automation testing team, Max New York Life implemented an automated regression testing pack which automatically tests the sanity of old functionalities in new releases.

The solution was based on keyword driven approach which ensures the reusability of code and flexibility of framework. Pack delivered high maintainability efficiency and faster execution of cases to ensure the sanity of builds.

Benefits of the Solution:

- **Reduced Cost** : As the solution started taking shape and was ready to use in phase 1, it delivered a reduction in testing cost by 40%. After finishing Phase 2, overall testing cost reduced was around 60%.
- **Reduced Time** : Implementation of pack reduced the testing cycle time by 50%.



Solution Synopsis:

A solution of automated regression testing pack for the policy administration system was based on keyword driven framework. The solution successfully reduced the overall testing cost by 60% and testing cycle time by 50%. Ease of use and less maintenance cost helped in faster and hassle free usage.

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Business Need:

Upgradation of Ingenium to a newer version realized a need of benchmarking the current setup and tuning the new clustered environment to support a peak load of 300 concurrent users.

Solution Implementation:

In order to simulate a load of 300 users having different workflows, Rational® Performance Tester was used as load simulating and result analysis tool.

The solution provided included the benchmarking of a new upgraded environment by using out-of-box results provided by Rational® Performance Tester.

Once the benchmarking phase was over, tuning of environment was performed by simulating the load using Rational® Performance Tester.

Benefits of the Solution:

- Increased Efficiency
- Improved Performance
- Better ROI

Use of custom codes in Rational® Performance Tester to capture different types of failures/ errors and other statistics helped performance analysts to easily correlate the behavior of the application under load with the results, and find the bottlenecks in application, thereby increasing efficiency and improving performance that led to better ROI.



Expedia.com®

Solution Synopsis:

Solution for Regression testing was implemented by using automation tool (Rational® Functional Tester). Test cases of previous build were automated using the keyword driven framework approach. Overall regression testing time brought down by 60% using keyword driven approach. As automation was adopted by business analysts and development team, Test coverage increased from 35% to 72%.

Client Background:

Expedia, Inc. is the world's leading online travel company and operates localized websites for travelers in the US, Canada, France, Germany, Italy, Denmark, Austria, Belgium, Ireland, The Netherlands, Norway, Spain, Sweden, UK, Australia, New Zealand, Japan, China (through a controlling investment in eLong) and India.

Business Need:

The application was for the portal providing hotel accommodation worldwide, offering reservation services through its own network of localized websites and its call centers. It gives travelers one of the widest selections of accommodation on the net, including both independent and major chain hotels as well as self-catering in over 80,000 properties worldwide. The company offers a one-stop shopping source for hotel pricing, amenities and availability and also specializes in providing travelers with accommodation during sold-out periods. For bi-weekly build releases, regression testing of overall application was a challenge with limited testing resources and time.

Application was replicated for 26 different locales and hence needed to be tested individually for all the locales. Thus multiplying the effort by number of locales (26).

Solution Implementation:

Regression testing was implemented by using automation tool (Rational® Functional Tester). Test cases of previous build were automated using the keyword driven framework approach. A unique approach was designed to test the application for different locales by reusing the coded keywords. All the locale data was maintained in Excel sheets so that sudden changes in any of the local specific data could be easily incorporated in tests. Also, creating scripts for any new locale was as simple as filling new locale specific data in just one Excel sheet.

Benefits of the Solution:

- **Reduced Cost** : Regression testing of all the applications (local specific) became cheaper.
- **Reduced Time** : Overall regression testing cycle was reduced by 60%, promising faster delivery of builds.
- **Improved ROI** : Creating whole test suite for any new locale covered was just a job of a mere 3 hours in comparison to traditional automation techniques which took up to 2 days.
- **Increased Efficiency** : Use of keyword driven approach enabled SME's (non-technical users) to maintain and run the test suites thus increasing test coverage from 35 to 70%.