

Flexisource IT

# Quality Assurance: How Flexisource IT Elevates the QA Process

CASE STUDY

# \*Processes



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## Executive Summary

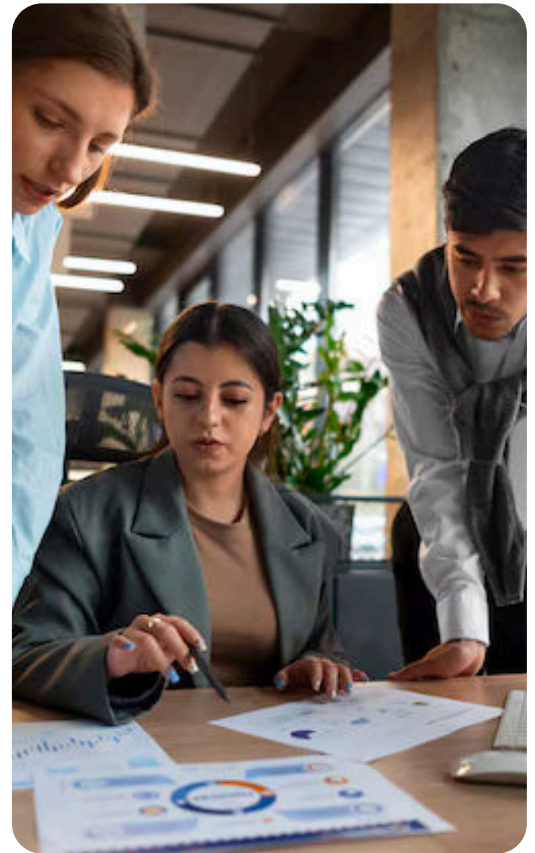
Prioritising one aspect of the software development life cycle is incorrect. Failure to double-check your project at timed periods could result in defects and bugs. These setbacks can stretch a delivery process from days to months. As a result, all areas of the software must be considered and ensured of their quality before deployment.

Flexisource IT's client for this study was aware of this necessity. As previous partners regarding different services, the client felt confident enough to reach out to Flexisource IT for assistance in organising and developing their quality assurance (QA) process.

The result ended in a seamless and organised resolution that gave quality-guaranteed deliveries which satisfied the client's needs.

## About the Client

The client has been a partner of Flexisource IT in providing services. Their company's objectives are directed at servicing clients as an enterprise platform for e-wallets, payments, and loyalty solutions. As a result, they target customers who need end-to-end solutions for secure transactions.



## Problem Statement

Flexisource IT and their client started with a simple development role. At that time, they had limited standardisation for testing validation and no automation initiatives. Before the QA team was deployed, there were wide gaps of unclear resources and missing testing processes. Noticing the gaps in their workflow, the client's attempts were to push all efforts on delivery without a dedicated focus on quality and testing.

Once Flexisource IT introduced QA to their roster, a team expansion—including a QA lead—resulted in streamlined workflows and the introduction of automation to the client. Eventually, the client received high-quality deliveries without compromising the timed deadlines.



## Flexisource IT's Solution

The solution was simple: providing a QA team to assure high-quality services. This included implementing the QA agile project management method that Flexisource IT excels in. Doing so refined the client's project development process.

The first step was to create a format of clear requirements. These said requirements now serve as a basis to ensure standard-quality testing which covers all bases while integrating validation.

The entire baseline QA process was implemented within a single year using Zephyr, Confluence, and Postman. 3-6 months after the QA lead joined the team, QA automation was implemented which slashed lead times, minimised defects, and enhanced overall quality in deliveries.

Transitioning automation from Cypress to Playwright also assisted in managing the complex system. Currently, the team continues to collaborate to this day.



## Roadblocks and Issues During Implementation

Transitioning from adding a QA team is not without its roadblocks. The initial stages of the integration had tribes with inconsistent processes, mismatched tools, and different testing approaches.

Thankfully, with the introduction of QA leadership, standardised core processes were made without affecting the autonomy and maintaining the balance in priorities. Other challenges included the test automation rollout during high manual testing needs. Simultaneously, the QA teams had been following the QA-introduced process.

## Results

In the end, QA is now continuously integrating with the client's development life cycle. As a result, the quality of their products improved vastly with only a minor production bug per year. This is a massive improvement which assures lesser malfunctions and defects.

The client continuously praises the team's efforts thanks to the introduction of new features and its positive effects.

It wasn't just the client who received some benefits. Flexisource IT's team of QAs expanded their knowledge of database validation and API testing throughout the partnership. Their ability to adapt made them SMEs on the subject and brought out successful knowledge-sharing sessions.

The QAs, with their proficiency in streamlining reports, ticketing management, and JIRA, assured quality leadership report generation.

## Testimonials of Client

The client applauded the skills of our employees. One of the members of the client's team—a Senior Delivery Lead—described our employee as having ***“provided the biggest improvement in product delivery progress.”***

Meanwhile, another delivery lead commended another member of the team. This delivery lead applauded the QA team member for doing a good job of stretching all activities related to quality assurance which made things easier.

