



Case Study

Product Development

(Including QA and Performance/Load Testing)

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About the client

AuthorisedDealer.com is an unified global web & mobile platform where a visitor or buyer can find or buy a product or service from an authorised dealer or service center of a company, nearby, to his physical location

Industry

Platform for Dealers,Service centre and Agents who are authorised by their respective companies

Business needs

Design and develop the product with quick releases.

Solution

TFT did end to end delivery of Authorised Dealers including web and mobile app development. TFT provided QA and Performance Testing.

Business Needs

A majority of small & medium size companies around the world face shortage of IT people & skills.

The cost of developing a world class dealer locator software/mobile solutions and maintaining it, is very high. Since different companies who have existing authorized dealer software solution have different websites and there is no uniformity for the visitor or buyer who wishes to locate an authorised dealer near him, it's quite difficult for a buyer to locate an authorised dealer or service center. This will help the companies to increase and promote their sale and can offer better services to their buyers & relive them to maintain its authorized dealers and service centers over the web, therefore outsourcing of this work to AuthorisedDealer.com will be a cheap and best option for them.authorized dealer's database.

Solution

Understand the business domain: TFT understood the requirements and developed platform for dealers to send/receive queries..

Build a viable product: TFT build web and mobile Application for Authorised Dealer.TFT provided timely releases with updated features

Provide QA and Performance Testing TFT helped build a robust QA practice followed in all phase.TFT provided both functional and non functional testing services.

Process

TFT created project plan and test plan for AD and got the approval after review process from client. After

understanding the client requirements, TFT deployed the same to make its strong presence among competitors.

TFT orchestrate various logical instruments to develop a systematic masterpiece, created design and documents with a dedicated support. Development and Testing of Product was done simultaneously. TFT done Load, stress, volume testing to resolve bottlenecking issues. Monitored various performance parameters eg : Hits per second, Database locks, Bandwidth, Hit ratios etc to improve the performance.

Solutions to improve performance:

1. Optimized stored procedure execution times. As the number of Dealers (users) were increased execution time was increased. Restructured the Database in order to resolve DB issues.
2. Code Reviews were done between developers in order to find the defects and Defect Analysis was done. Code review log are maintained.
3. DAR (Decision Analysis Resolution) is created to decide the approach for improving performance.
4. Tested Output for APIs and Stored procedures. Based on response time suggested steps to improve the performance.
5. Optimized Application code and data base queries.
6. Server hardware configurations were tuned like RAM, CPU etc
7. Bug Analysis is done to determine the cause of defects and the phase in which is injected.

Authorised dealer is using **Google Analytics** which is a web-based platform which allows to collect data about the visitors to the website. It allows to collect and analyse information about everything from how the user arrived at website, what they did whilst on website, whether or not they converted, as well as offering lots of additional information about the user themselves.

All documentation work is maintained by TFT for Authorised Dealer.

Benefits

The collaboration resulted in host of benefits to the parent Company—

In last three years of collaboration, there has not been a single instance where a critical bug has been moved to production.

The Bug leakage rate was low. This resulted in robust and reliable products for the Company.

Close communication with the Manager and Project Manager and sometimes developers ensured speedy triage of bugs and issues.

Company was prone to frequent uploads due to varying requirements from Business. This was a challenge where TFT assured the quality services with Agile methodologies.

From TFT's perspective, working in a new domain was useful in more ways than one. It opened us to a new geographical market. This resulted in slew of QA, Testing and Dev work from other similar companies.

Current Status

Today the Company has grown ten times since 2010. Acquired more than 4-6 companies during the course of collaboration.

Though the client team has more or less completely changed due to attrition and lateral movement, TFT still maintains more than 60% of the original set of QA Engineers that started with collaboration

From QA perspective the Company has come a long way and are now using Enterprise class Testing and Automation Tools like Microsoft Test Manager and CodedUI.

The good work QA work that the TFT earlier did, resulted in Company engaging TFT in other businesses like development of Desktop Apps, Mobile Apps and Web Applications.

About Think Future Technologies

TFT is leading provider of end-to-end IT services and Technology Management. With many pioneering and innovative firsts to its credit TFT has always led the way in powering the exceptional enterprises with continuum of Technology and its implementation.

We are provider of Best-in-class Enterprise Collaboration (ECP), Enterprise Application Services (EAS), QA & Testing and Support services. TFT has deep industry expertise, business strategy and program governance experience along with tools and methodologies for accelerated deployment of Microsoft solutions. TFT's Intellectual property frameworks illustrates unique invention of process combined with deep domain expertise in multiple industry verticals.

For more information, visit <http://www.tftus.com/>

For more Information

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