

CASE STUDY

QUALITY MANAGEMENT SERVICE FOR FLEET MANAGEMENT SOLUTION

Client Background

Our client is a wireless communications technology company that provides wireless application services, business solutions and designs software applications for mobile data markets. The company pioneered the development of mobile resource management solutions for medium to large enterprises. Our client's solutions have been implemented by over 35,000 end users, with a customer base that includes Airborne, Kraft Nabisco, Purolator Courier, Sunoco, and Sysco.

Business Challenge

On-board diagnostics (OBD), in an automotive context, is a generic term referring to a vehicle's self-diagnostic and reporting capabilities. OBD systems provide vehicle owners or repair technicians with an access to important information about the state of health of various vehicle subsystems.

SoftServe partnered with the client helping them develop OBD. The client requested SoftServe to establish a quality management service for the system that allows vehicle tracking and provides on-board diagnostic details of the vehicle in near real time.

Project Description

The fleet management solution was developed to track vehicle fleets and provide real-time information related to on-board diagnostics. The application inspects engine parameters, identifies current vehicle locations, and delivers collected information via the Internet to the host side for further processing.

The quality management process was divided into phases according to the development process. The focus of the quality management effort was determined by analyzing the frequency of functionality use by the customer and importance of risks appearance. The quality management service included:

- Collecting, analyzing, and clarifying information about the project and project requirements
- Functional requirements analysis
- Test planning, design and execution
- Testing (regression, integration, functional, smoke, security and performance testing)
- Maintenance of designed tests
- Defects tracking

Technologies Used

- Seapine Software TestTrack (defects tracking tool)
- Borland CaliberRM
- TestPerfect
- MS SQL Server 2005sp2
- Hardware emulators, simulators
- Windows Mobile 2005 Emulator

Value Delivered

The SoftServe and client teams joined their efforts towards achieving the overall goal of developing a high quality fleet management solution that customers could implement to track their vehicle fleets in real time.

The quality management team focused on the most important subsystems that were analysis and risk analysis. Using the CaliberRM solution, the GBI- directional matrix was generated, ensuring that:

- all requirements, feature requests, and change requests would be covered by tests;
- that feature or change requests would be updated correspondingly;
- and that there would be thorough impact analysis during regression test planning.

The quality management service successfully delivered the following results:

- The system was validated with customer needs
- All risks were identified
- Defects were fixed and closed
- Simulators and emulators passed testing with real data.

ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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