

CASE STUDY

SOLAR INNOVATOR IMPROVES QA CYCLE TIME BY 50%

Client Background

Our client is an industry leading global solar innovator. Their solar panels consistently deliver more energy and long-term peace of mind with the highest performing solar power systems available.

Business Challenge

Our client was looking for an assessment of its quality control process, which at the time was not always transparent. Additionally, there were critical P1 issues on production which caused application outages, blocking dealers who were not able to use the application.

SoftServe had to prove that we could provide not only qualitative and reliable gap analysis of QC and automation processes, but also the right solution to begin the collaboration, acquire necessary product knowledge, and execute the project successfully—integrating new processes into the client’s SDLC and addressing gaps along the way.

softserve

Project Description

SoftServe began with an onsite Quality Assessment (Phase 1) which focused on:

- Analysis of the products, versions, current testing practices, ongoing development life cycle, and quality expectations
- Analysis of test/bug tracking system(s), testing environment, and test tools
- Identification of possible gaps and risks that may have an impact on the QC process and creation of mitigation and contingency plans

SoftServe's assessment team visited the client in Austin, TX and successfully performed an in-depth analysis of existing Quality Control and automation processes, identifying gaps and providing solid evidence of the root causes of these gaps. The next phase was a knowledge transfer/on-boarding/ramp up (Phase 2) – a step-by-step involvement of a dedicated QC team.

The team began making improvements that had been defined during Phase 1. Key challenges in this phase included rewriting the test automation framework from scratch, and piecing together knowledge and status quo from the previous vendor.

Value Delivered

SoftServe's expertise dramatically increased product quality for the client. The number of P1 production issues dramatically decreased, and the new automation framework currently covers 90% of regression tests within direction. SoftServe's team established a well-built Quality Control and automation process, as well as expanded the relations with the customer in new directions including DevOps, core engineering, and Salesforce.

"SoftServe currently performs development engineering, DevOps, manual QC, and test automation engineering for many of our custom platforms and Salesforce development community. They have helped us improve our QA cycle time by 50% and P1 outage hours reduction of 85% year on year. They have been a great partner and are a team I recommend both for other internal projects and outside of our organization." – client's senior director of digital operations.

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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