



a global vision for software testing

CASE STUDY

SHAW TRUST - FIXED PRICE DELIVERY OF SOFTWARE TESTING

Client description:	Shaw Trust - Charity
Locations:	Chippenham
Testing team size:	12
Testing delivered:	Project team
Testing structure:	Mixed team comprising of one Test Manager, one Test Analyst and ten Offshore Test Engineers

Client situation

Our client is Shaw Trust, the UK's largest third sector provider and one of the Government's lead partners in the delivery of employment programmes for disabled and disadvantaged people.

Issues faced

The Client came to TCL for advice in how to approach the testing of a complex, bespoke CRM solution that was being delivered by an offshore, Vietnamese, supplier. The project was working to a tight deadline that related to a new service launch. The CRM system would be used by both in house teams and partner organisations. It is a critical component to both the service offering and the Client revenue collection. The project was part way through when the Client approached TCL, and the software had proven to be very complicated and they had experienced an unexpectedly high number of issues in the first two releases.

Solution proposed

In order to achieve the goals within the given timeframe it was important that a clear and pragmatic test strategy was created. Andrew Ross, one of TCL's Account Managers was chosen because of his extensive knowledge of test strategy design and implementation. Along with an experienced onshore Test Analyst, TCL's offshore team were engaged on the project to meet test volume requirements and budget restrictions. Crowdsourcing was also incorporated to the final solution.

The solution comprised of deliverables from the TCL onshore and offshore teams including;

- test plans
- test entry and exit meetings
- defect management
- exploratory testing
- scripted testing
- daily reports
- test exit reports.

The test team worked closely with the onsite Shaw Trust Business Analysts and Technical Architects as well as the Offshore Development team to ensure clear communication and efficiency in delivery.

The delivery from TCL was secured under a fixed price agreement, where TCL took on some of the inherent project risk. Payments were made against deliverable milestones and upon successful completion of the assignment.

Success achieved

Following a fast and efficient test process, The Shaw Trust launched as planned to meet with Government guidelines from the Department of Work and Pensions (DWP). The complexity of the STEP1 system meant that there were still a number of issues to be resolved, but the functionality was deemed acceptable by the Business. Subsequent development and test activities are planned to address all outstanding issues.

The Shaw Trust were impressed by TCL's control of the project and the ability of their offshore team to deliver high test volumes and get up to speed so quickly, despite only having a limited timescale and documentation available from the previous test phases.

A strong cultural alignment exists between the Client and TCL which has lead to a long term strategic relationship.



"TCL provided the Shaw Trust with an impressive offshore team to provide additional testing efforts to those we were able to produce in-house. The offshore team were efficient, dependable and able to pick up the system testing at very short notice with excellent results. TCL took on a unique challenge by joining the project at a very late stage and were able to provide their testing services even under adverse conditions. TCL offer numerous service arrangements and we continue to use the offshore resources as required by our development activities."

Lenna Webster

IS Delivery Manager

Shaw Trust