ProfITsoft

Shiji | DIGITAL DINE

A Full Complex of Quality Assurance Services for a Digital Dining Solution

Quick Facts:

- A team of 7 QA experts assembled and integrated into the development process within 1 month

- 1224 manual test cases written from scratch

- 56% less bugs/errors on production compared to the original workflow

- Regression testing process set up from scratch

Description:

Providing an array of QA services to ensure uninterrupted operation and smooth user experience for digital dining software. New features testing, regression testing, and automation testing are included to make sure each software update is up to par.

Client Info:

Our client is one of the world's leading developers of cloud-based platforms for the food service, hospitality, retail, and entertainment industries.

The company is a frequent acquirer of technology startups, which remain as independent brands within the group. It integrates its products on the platform that is used by customers.

The software offered by our client is utilized by many well-known brands such as Marriott, MGM Grand, InterContinental Hotels Group, and others.

Challenge:

- The increasing demand for risk diversification during product acquisition

- The need to establish well defined continuous development, QA, and release process for the software in a matter of 1 month

- Lack of in-depth QA expertise and practices (particularly automation testing and UI testing)

- The necessity to deliver tangible results (a bug-free, market-ready digital dining solution) within a one quarter

Solution:

- Established QA processes for web and mobile platforms based on industry best practices

- Successfully transitioned to TestRail for test management purposes.

- All QA-specific tasks have been transitioned to the dedicated QA team, including crafting test cases, addressing and resolving emerging issues, regression testing, bug rectification, and automation.

- Created a UI testing project to minimize the number of client-side errors within the software

- 42 automated API tests were created, covering 60% of regression testing

- A fully functional API project delivered within 2 weeks per the client's request

- Carrying out QA for a digital wallet that is used as a payment option for all of the products within our client's solution

- The introduction of integration testing decreased the number of bugs in software releases by 56%

Business impact:

ProfITsoft's team was hired to work on the project right before the COVID-19 pandemic hit.

This brought additional challenges to our client as the product is oriented toward HORECA businesses.

However, the major capacity/productivity boost our client received after the team extension allowed them to quickly recover from the softening of the market once COVID restrictions were lifted.

The fact that our team helped our client elevate the quality of a digital product they're offering helped to successfully extend our client's business influence in the EU, UK, and several other countries around the world.

The market demand for a comprehensive digital dining solution is growing, and the software has a significant commercial potential to fulfill.

Timeframe:

Ongoing

Team:

3 Automation QA
4 Manual QA

Type: SaaS

Platform: Web and Mobile

Industry: Travel & Hospitality

Services: Dedicated Team Formation, Quality Assurance Service

Tech Stack: Selenium WebDriver, Python, REST API

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