

Ensuring Defect Free Customer Portal System For Delivering Catering Services



Our client is a leading provider of airline catering and provisioning services. They are dedicated to culinary excellence, superior service and technological expertise, which they deliver daily on a global basis to more than 250 airline customers.

The Need

Our client was facing quality issues when trying to release their customer portal application into production. The customer portal is a customer facing system that retrieves airline scheduling data and creates service orders for catering needs, interfacing in the background with their enterprise applications.

They sought a partner to conduct independent verification and validation (IV&V) of the customer portal. The partner had to assure software quality by ensuring that it had no bugs and that no defects got into production.

Marlabs was chosen as the IV&V partner due to our proven track record in successfully executing IV&V projects.

Marlabs Solution

The Marlabs IV&V team is comprised of experienced test engineers, who have a sound understanding of the best practices for high quality software testing. Ramp-up of the full testing team was achieved in a matter of days. Without any prior experience in the airline services industry, we were able to successfully plan and execute the project.

Marlabs leveraged our full lifecycle IV&V methodology consisting of test strategy, test process definition, detailed test planning, development and execution of test cases, and defect management.

We created load testing scenarios and carried out load testing to confirm performance and scalability. Through integration testing we were able to verify that the system worked as a whole - from obtaining scheduling data to checking it into the portal database to creating service orders. We checked for compliance with usability standards. Regression testing was executed with each new release. Using relevant metrics, we are helping our client in defect analysis to continuously enhance the quality of the customer portal software.

The project has enabled our client to adopt and deploy formal software testing processes and methodologies for other initiatives.

Client:

Leading airline services provider

Technology Platform:

- J2EE
- Load Runner
- Oracle
- JBoss
- Web Services
- TOAD

Benefits

- Increased the quality, performance and accuracy of the software
- Enhanced confidence in product delivery
- Expedited software launch to production
- Reduced total cost of ownership
- Ensured availability of the history of defects
- Raised stability of the portal application