

Dovetail Services Reduces Test Cycle
Duration by 85% and Increases Application
Performance Efficiency Through Functional
Test Automation



A Case Study

Case Study: Functional Test Automation for Dovetail Services



Background

Dovetail Services offered a complete subscriptions management service that enabled businesses to connect to their clients at every touch point along the customer journey. This service allowed Dovetail clients to sell subscription-based content and services without having to create the infrastructure necessary to manage contacts and customers within their organisations. Through a series of APIs, in-house teams or external partners would be able to deliver unique online journeys or integrated sales data instantly using Dovetail services.

Challenges

As the users for Dovetail's services increased the applications powering its services weren't performing as expected, Dovetail acknowledged there was scope to improve efficiency of their services further across development and testing functions. Some challenges identified were:—

- Insufficient bandwidth within the organisation for manual testing had resulted in many parts of applications going untested prior to release
- Many key manual tests were executed regularly and could be automated certain applications would perform poorly on increased load

Solution

Testhouse began the engagement with a Test Process Review to understand Dovetail's current testing practices and to assess where improvements could be made. Based on this Test Process Review, Dovetail agreed to adopt a managed service model to improve their testing functions. The managed service would begin with manual testing support and would work towards eventually implementing automation with the goal of overall limiting the amount of regression. It would also carry out some performance testing on specific applications that were

experiencing high degradation with increasing number of concurrent users.

Impact and Outcomes

- An offshore functional testing team was assigned to Dovetail Services to support the testing function, increase test coverage and improve the quality of releases
- Testhouse and Dovetail agreed on a set of automated scripts to speed up test cycles. As a result, test cycles that earlier took 7 days with manual testing could now be completed in 1 day, and Dovetail were able to recover their investment into automation within 4.8 months
- Testhouse included performance testing on applications that were experiencing load issues to ensure their performance under all conditions.

Testimonial

“For any client wanting to improve software development quality and reduce the cost of testing, Testhouse provides the confidence that they know what is required and they have the proven methodologies, tools and both on and off shore delivery capabilities”

Nigel Hearth , IT Director, Dovetail Services

testhouse

Testhouse is a thought and market leader in Software Quality Management, Application Lifecycle Management (ALM) and DevOps, providing on-site, on-shore and off-shore test services, either on-demand or outsourced, including consulting, software testing solutions and training globally, focussing on traditional IT, mobile, cloud and internet of things platforms. The expertise of Testhouse’s 200 staff across four continents, our innovations, and strong global partners ecosystem, which includes Microsoft, IBM, and HP, provides the knowledge and solutions to fill the largest gap in the testing industry identified by business leaders: how to accelerate software delivery at optimal quality in the most cost-effective way to meet their business priorities and their clients’ needs. [Contact us](#) to know more about how our offerings can vastly improve your customer satisfaction levels.

United Kingdom (HQ)

8 Lanark Square,
Docklands
London E14 9RE
+44 20 8555 5577

Middle East

1403-27, City Tower 2
Sheikh Zayed Road
Dubai, UAE
+971 50 354 9541

United States

10100 Santa Monica Blvd
Suite 300
90067, Los Angeles, CA
+1 630 917 1053

India

II Floor, Nila Building
Technopark Campus
Thiruvananthapuram
+91 471 270 0117

Case Study: Functional Test Automation for Dovetail Services

