

# QA SERVICES

## The Company Profile:

InfoSage Systems is a Global IT Services and Consulting company providing end-to-end IT services and technology solutions to medium and large size enterprises. We aim to provide best of breed solutions with core focus areas encompassing Application development (Microsoft & Java), ERP (Oracle Applications) and Quality Assurance (Software Testing) services. With 350+ employees worldwide (Headquarters in San Jose, USA), we use a low-risk Global Delivery Model (GDM) to accelerate schedules with a high degree of time and cost predictability.

## QA (Software Testing) Services:

InfoSage has built reputation with proven track record for offering the widest range of services in the software testing industry. We have extensive experience in developing test plans, test cases, automated testing using tools like VSTT, WinRunner, and performance testing using tools like Load Runner. We have experience with various bug tracking systems such as Clear Quest and Bugzilla. We provide cost efficiencies and ensure high reliability, availability and stability of applications through our rigorous testing methodologies, effective processes and strong knowledge management. We offer comprehensive testing services including:

- Installation Testing, User Interface Testing, Functional/Regression Testing, Database Testing
- Configuration/Compatibility Testing, Localization Testing, Security Testing, Unit Testing
- Performance Testing, Load Testing, Automation Testing, Scripts Development & Execution

## The following must be part of our globalization:

- Decide the priority of each component
- To make globalization testing more effective, assign a testing priority to all tested components
- Components that should receive top priority:
  - Support text data in the ANSI (American National Standards Institute) format
  - Extensively handle strings (for example, components with many edit controls)
  - Use files for data storage or data exchange (e.g., Windows metafiles, security configuration tools, and Web-based tools)

## Localization Testing:

Localization translates the product UI and occasionally changes some initial settings to make it suitable for another region. Localization testing checks the quality of a product's localization for a particular target culture/locale. This test is based on the results of globalization testing, which verifies the functional support for that particular culture/locale. Localization testing can be executed only on the localized version of a product. Localizability testing does not test for localization quality.

## Case Study - CRM Application Testing

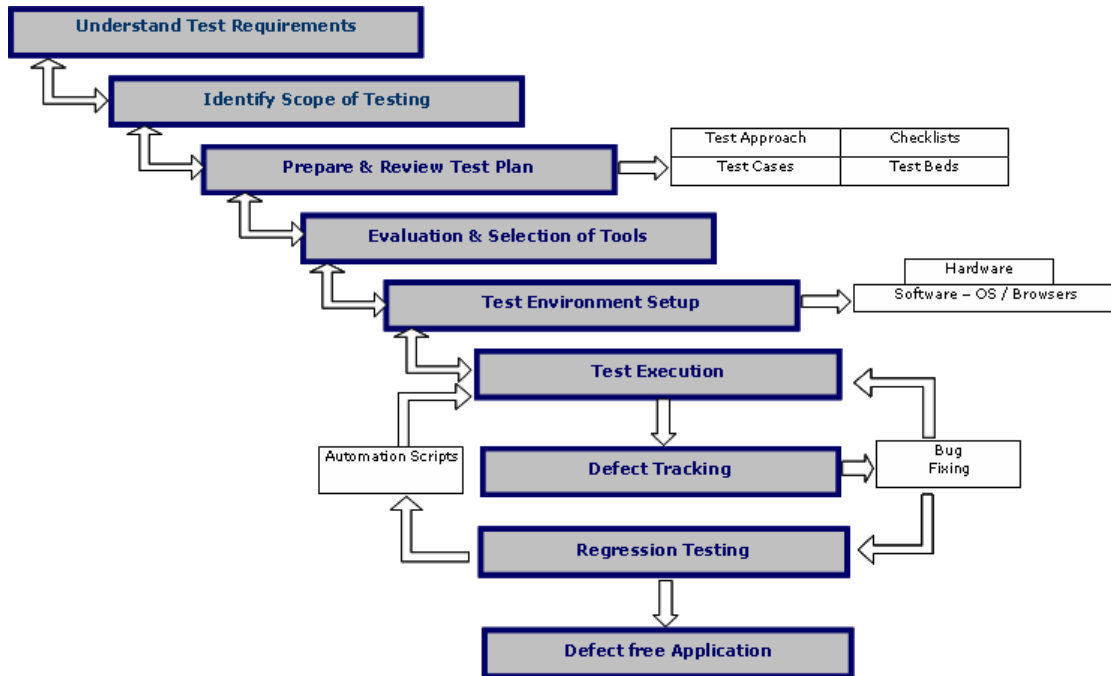
### Leading Product Company – Seattle, USA

Customer is a leading product based company in the space of CRM from Seattle with more than 4000 clients in over 30 different industries, which includes 16 of the top automotive groups, 20 nation's largest lead management & CRM providers. Any business that uses the phone as an important part of its sales and services model will benefit from using the products, which in turn provides services to businesses worldwide in the form of Lead Management Tools. Services include Measurement and Monitory Services, Sales Enhancement Services and Marketing Enhancement Services.

## InfoSage Expertise & Approach

### Generated Test Plans, Prepared & Reviewed Test Case documents

Executed test cases manually but many test cases are also combined for automated execution. Involved in writing TID (Test in Development) unit test cases and performed unit testing, integration testing in a controlled environment. System testing is done by generating wide range of both normal and erroneous test inputs and data. Conformance tests are run to verify that the application conforms to industry standards in terms of portability, interoperability, and compliance with standards. Compatibility and Localization tests performed with different languages, browsers and connection speeds. Performance tests and Stress testing is done at higher than normal simulated loads. Load testing is performed and measured the response times for critical transactions or processes. Regression Testing or selective retesting performed to insure that no previously working components, functions, or features fail as a result of the repairs.



### Associates Profile:

<p><b>Total Global Strength : 354</b>          Functional and Project Management Skills : 94          Self Service Web Application Products : 49          Other Technologies : 193          Systems Admin/Apps DBA : 18</p>	<table border="1"> <caption>Associate Profile by Skill Category</caption> <thead> <tr> <th>Skill Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Other Technologies</td> <td>54%</td> </tr> <tr> <td>Functional</td> <td>27%</td> </tr> <tr> <td>Self Service Web Apps</td> <td>14%</td> </tr> <tr> <td>DBA etc.</td> <td>5%</td> </tr> </tbody> </table>	Skill Category	Percentage	Other Technologies	54%	Functional	27%	Self Service Web Apps	14%	DBA etc.	5%		
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<p><b>Technology Profile of InfoSage: 74</b>          Microsoft Skills : 15          Java Skills : 21          ERP &amp; CRM Skills : 10          QA Services : 18          Staffing &amp; consulting services: 10</p>	<table border="1"> <caption>Associate Profile by Technology</caption> <thead> <tr> <th>Technology</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Java</td> <td>28%</td> </tr> <tr> <td>QA</td> <td>24%</td> </tr> <tr> <td>.Net</td> <td>20%</td> </tr> <tr> <td>ERP &amp; CRM</td> <td>14%</td> </tr> <tr> <td>Others</td> <td>14%</td> </tr> </tbody> </table>	Technology	Percentage	Java	28%	QA	24%	.Net	20%	ERP & CRM	14%	Others	14%
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## QA Team:

### **Managers (2 No's, 11+ yrs experience):**

Extensive working Knowledge on Preparing and reviewing Test plan, Test Strategy & Test Case Documents. Good experience in all phases of Test Life Cycle, Testing methodologies and Software Development Life Cycle. Worked with international clients and led multiple teams with effective communication skills. Analysis and reporting of test design & execution metrics, process documentation and providing status reports to all stakeholders. Adherence to timelines, quality and Defects tracking/reporting using various tools.

### **Leads (3 Nos, 6+ yrs experience):**

### **Test Engineers (13 Nos, 2-5 yrs experience):**

Expertise in Design and execution of Test Cases, evaluating test results of web based and client-server applications. Strong knowledge in SDLC with hands-on experience in manual testing and Automation testing using tools such as WinRunner, Load Runner and Visual Studio Test Tool (VSTT). Defects reporting & tracking till closure using web based tracking tools like Clear Quest, Rational Test Direct and Bugzilla.