Accelerate^{QA}

ACCELERATE QA AUTOMATE THE TESTING AND MONITORING OF CRITICAL LEGAL SYSTEMS.

THE CHALLENGE

Stephenson Harwood is a law firm with over 900 people worldwide, including more than 140 partners. As with many law firms, the organisation relies on the availability and performance of critical systems many of which are customized, off the shelf products.

Our client, particularly within the IT division, understands the need to ensure the software systems are always available and working without issue.

Very often, these business critical applications receive software upgrades and patches and due to the integrated nature of these it is essential that testing is performed before these are rolled out to end users. Post deployment, it is essential that the applications are monitored so that 'early warning' signals of a loss in performance or functionality can be addressed immediately.

Accelerate QA's remit was to create a test automation framework that could be used for both regression testing purposes and production monitoring of critical systems.

THE SOLUTION

Accelerate QA commenced with a series of 'Discovery' workshops to identify the needs of the organisation. It was clear that Stephenson Harwood needed a test automation capability that was easy to maintain and develop, was able to integrate into existing Microsoft tooling and provide support for a rich landscape of web, desktop and mobile applications.

Accelerate QA carried out a brief Proof of Concept (POC) exercise over ten days onsite which allowed us to design and build the framework, provide assurance around technical decisions such as tooling choices and deliver a working automation solution to Stephenson Harwood.

The deliverables of the POC included a production monitoring solution that executes certain key functional tests against 'live' systems every 15 minutes and reports system health via a clear dashboard traffic light system.

Following a successful POC, Accelerate QA are working alongside the Stephenson Harwood QA team to build out the coverage of automated regression tests using a sprint based, iterative approach so that deliverables are prioritised and value is delivered quickly.

THE RESULTS

Stephenson Harwood now has a robust and scalable regression testing and production-monitoring solution built to ensure quality within their business critical systems and enable them to deliver better quality software upgrades and new features, faster.

The engagement dramatically reduced the time, effort and cost for Stephenson Harwood to release software to the business. Upgrade test cycle times, as an example, are reduced from two weeks to around a day and regression test coverage against critical systems has increased. The monitoring aspect of the solution has enabled the IT function to proactively support its customer base – identifying and resolving issues before any impact is felt.

KEY FEATURES

- Ranorex
- C#
- Outlook, FileSite, Elite
- TFS/Git

CUSTOMER SATISFACTION

STEPHENSON HARWOOD

"The Accelerate QA team blended seamlessly into our team and I am kept informed at all times with project progress."
Lisa Wilson, IT Lead Project Manager at Stephenson Harwood LLP

"Accelerate QA have created a hugely valuable and innovative solution that allows us to support the wider organisation efficiently. Releasing software and monitoring system health in production is critical to our operation."
James Elmer, Director of Information Technology at Stephenson Harwood LLP

HOW CAN WE HELP YOU?
Start a conversation at www.accelerateqa.com or mail@accelerateqa.com