



WORKSOFT CUSTOMERS

Worksoft's customers are among the most successful companies in their respective industries. A common thread among Worksoft customers is a commitment to exploiting leading edge technology solutions that lead to a sustainable and significant competitive advantage in the marketplace.

Worksoft's customers include such industry leaders as AFLAC, Charles Schwab and Northrop Grumman, all of whom have deployed Worksoft's flagship product, Worksoft Certify, within their organizations.

WORKSOFT CERTIFY®

From the back office to the front line, software applications once viewed as a productivity enhancement are now seen as a competitive weapon. In the past, however, software test automation required that test cases be documented by business and quality analysts, then translated into a specialized scripting language by programmers. As a result, test automation hasn't delivered on the promise of cutting testing time and costs.

Until now. Seeking to simplify and accelerate software quality testing, Worksoft Inc. offers an innovative approach called progression testing. Our comprehensive software testing

solution eliminates the need for programming, so it can be used by business analysts and other expert users who know the business best. Our flagship product, Worksoft Certify, structures information about critical business processes and how they should operate in a way that is easy to define, automate and maintain. This approach slashes the time and cost of software test automation by 60% or more, helping businesses attain significant and sustainable competitive advantage.

"Before the implementation of Worksoft Certify®, our approach to automated software testing had become unmanageable. Turns out it wasn't our approach—it was the tool we were using. Worksoft Certify is now a valuable member of our quality control department. The inherent design saves us from writing code, allowing us to focus on writing test cases instead. It's easy to use, and the testers actually enjoy using it. We catch bugs earlier in the testing process which helps to reduce development time—we've even saved the cost of hiring a full-time employee."

—Heath Howe, Quality Control Analyst, ACS—MIDAS+, ACS Healthcare Solutions

ACS Healthcare Solutions

ACS Healthcare Solutions—a division of information services provider ACS—customizes technology solutions for healthcare organizations' needs. MIDAS+, a product group within ACS Healthcare Solutions, develops hospital quality management, care management and physician credentialing software for 600 hospitals in the United States.

CHALLENGE

For several years, MIDAS+ used a testing application that allowed quality control analysts to run test cases by sending a formatted spreadsheet attachment to an e-mail script server. This server would run the requested test case and e-mail the end results back to the sender. Over time, however, the system became unmanageable.

- Too high maintenance. As the application changed, maintenance of existing tests required more work than any resulting value returned to the division. It was difficult to determine the existence of tests and their states of completion.
- Only accommodated a few test case scripts. While the testing application worked well for the test cases it could accommodate, adding new tests was difficult.
- Too difficult to learn. Employee turnover always resulted in time-consuming relearning of and retraining on the software. The design of the e-mail engine and lack of documentation contributed further to the unmanageability of the system.

SOLUTION

In looking for a framework on which to organize, maintain and track test case processes, MIDAS+ discovered that the approach to the problem wasn't the issue—it was the tool. The division looked at other spreadsheet-based solutions that put more emphasis on training than on the product. After considering building its own test tool, MIDAS+ discovered a solution that could address its needs: the Worksoft Certify automated testing solution.

MIDAS+ purchased three Worksoft Certify licenses, two of which now run on shared workstations. Opting for two days of user training and two days of interface training, the division then customized the interface to work with its custom controls.

The system administrator used Worksoft Certify to write an initial comprehensive test in only four days, versus two months coding time estimated to complete the same test case in the prior automation test tool. Eight people now use Worksoft Certify—one system administrator and seven testers. All have written tests in Worksoft Certify, with three of them coming up with new, creative uses—testing more than 800 ways to enter data, for example.

RESULTS

Because Worksoft Certify stores tests as data, MIDAS+ can now focus on writing test cases rather than coding. Worksoft Certify also organizes and tracks tests and their status and either provides or eliminates the need for most of the division's automated testing documentation. Benefits MIDAS+ has realized with Worksoft Certify include:

- **Ease of use.** Worksoft Certify requires minimal training—a boon in times of employee turnover. Users can start writing their own test cases almost immediately. The self-documenting Worksoft Certify solution allows them to easily view the tests for any application. Since the implementation, MIDAS+ has never required technical support from Worksoft.
- **Cost savings.** MIDAS+ estimates that the implementation of Worksoft Certify saves approximately 20-25% of the departmental budget each year. First, Worksoft Certify detects bugs earlier in the testing process—and the sooner a bug is found, the less it costs to fix it. Second, Worksoft Certify has added an interesting new job dimension for employees who had never developed test cases—and happy employees are more likely to stay on board. Finally, the decision to implement Worksoft Certify saved the division the cost of hiring another full-time employee.
- **More thorough, faster testing.** MIDAS+ can now automatically load thousands of records versus the hundreds that would have been loaded manually. Testers don't have to take the time for manual data loading, as the test case handles most of it. Without that tedium, they can expend their effort on targeting better data for use in tests and employing more realistic tests in general. Better data also results in faster writing of test cases. For instance, an experienced user can usually write a test case in 30 minutes.
- **Shorter development cycles.** Between automated data loading and early detection of critical bugs, MIDAS+ can get through software upgrade development and testing more quickly. As a result, better software is released to customers in less time.