



# Itron

## 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.

"When evaluating available functionality in a product it is simply a cost to value relationship. When calculating cost, it is important to understand how unused functionality in a product can substantially increase the cost of product implementation, use, and maintenance. In the case of Worksoft Certify, we are using approximately 90% of the functionality. This allows our team to target high-value tool usage areas and minimize the cost of implementing, using and maintaining more complex solutions."

- Brad Nelson, Manager Software Systems, Itron, Inc.

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### CHALLENGE

Decrease the cost of test automation maintenance and enable additional team members without scripting experience to automate tests. Additionally, select a product that could be used across an organization with multiple projects on various technologies.

- Initial application tested using Worksoft Certify is a windows client/server .NET application. The application has multiple 3rd party controls which were automated by extending the Worksoft Certify custom .Net library.
- With the previous automation tool, the application would only have one to two people automating tests due to the technical programming skills required to write scripts.

### SOLUTION

After a build vs. buy evaluation and consideration of the small test automation staff, Itron selected Worksoft Certify primarily for the ability for non-programmers, such as subject matter experts familiar with business domain to automate tests. The relational repository was a second factor for selection, the central repository can store all test assets such as test cases, test data, and application objects allowing Itron to share across the organization.

- A pilot project was selected and included four team members that would be trained on Worksoft Certify and development of best practices.
- Itron has now extended the use of Worksoft Certify to three .NET application projects with Java and Web testing to begin in 2005.
- The Worksoft Certify solution is located on a central server within the department and users can quickly access specific upgrade or new installation instructions as needed.

- Training for new users takes about half a day and is performed by Itron users. Initial training from was provided from Worksoft and lasted two days. Previous test tool training often took closer to two weeks.
- The application map import process determines if a map contains new or modified objects for regression testing. The import process looks for the application maps at a user specified location. After import, objects get marked as New, Deleted, Modified, or Unchanged. If an object has been modified or deleted and is being used as part of existing tests the user is forced to resolve the change.
- Worksoft Certify includes a base set of Crystal Reports with the client for running management reports and analyzing results.

#### **BUSINESS BENEFITS**

Worksoft Certify enabled Itron to have six people automating and designing tests, which were people without programming experience. Significant time savings was achieved with more the ability to test design and automate concurrently. Previous, one process was completed after another by two different people.

- Standardization of test tool across organization was achieved and the repository will enable reuse of test cases for other projects.
- The deployment of Worksoft Certify ties into the organization goals of streamlining processes, centralize skills, and serves as a pilot project for the entire company.
- Quality of the applications are higher due to significantly reduced manual testing and Worksoft Certify's ability to provide enable complete functional testing of the applications. Regression testing, comparing the differences between versions ensures consistency of application quality.

*Case study material submitted by Geoff Stewart, Senior SQA Engineer, Itron, Inc.*