



MARY KAY

“Mary Kay Inc., one of the largest direct sellers of skin care and color cosmetics in the world, achieved another year of record results in 2004, exceeding \$1.8 billion in wholesale sales. The Company’s independent sales force includes more than 1.3 million Mary Kay Independent Beauty Consultants in more than 30 markets worldwide.”

-Sunni Goldberg

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.

Mary Kay

CHALLENGE

- 7 Quality Assurance testers support 30 developers, 4 major project groups & 42 web based applications—technologies include VB.NET and C# with SQL database.
- Previously deployed another leading tool but it required high maintenance of test scripts therefore users chose to forgo automated testing for manual testing.
- As the applications grew in sophistication, maintenance requirements of the test scripts outpaced the benefit of the software. This resulted in Quality Assurance eliminating automated testing and completed the testing manually.
- Due to tests being conducted manually QA team was not able to test all applications as required. Additionally, testing time increased substantially, jeopardizing the delivery date of the applications.
- Needed a new alternative to effectively test multiple technology applications and volume of applications, increase test coverage, reproducibility and reduce time and cost.
- Required an application that can support web and legacy based applications and future technologies.
- Essential to have a tool that would enable users to quickly modify and copy tests for subsequent versions in a rapid development cycle.

OPPORTUNITY

- Identify auto testing software products as potential candidates for replacing current software product.
- After extensive product reviews, MKI selected Worksoft Certify®.
- Pilot program was used to identify benefits of Worksoft Certify.
- Users created a strict project plan and selected the most demanding and complex application for the pilot study.

RESULTS

- 80% time savings in testing.
- To conduct a scenario of 25-30 test cases requires 2 weeks of manual testing, Worksoft Certify, reduced the 2 weeks manual effort down to 3 days; 1 day of record-set setup time and 1-2 days of execution time.
- Time to market; have been able to support quicker turnaround of testing without increasing risk associated with change.
- Standardization of tests. Experienced testers can now manage the tests and many individuals can execute tests without the in-depth understanding the technical intricacies of the application.
- Have quickly been able to map, import and create tests for many of our applications.
- Reusability.