

AMS Case Study 08

Client Background

One of the largest global suppliers of rotating equipment solutions, with field-proven centrifugal and reciprocating compressors, steam turbines, expanders, gas turbine packages, and control systems. They are positioned to deliver a complete package of solutions for the worldwide oil and gas, chemical, petrochemical, and process industries.

Project Objectives

The client was in the process of evaluating and enhancing the ability for their current systems to support the future needs of the business. Their existing systems documentation (and the interaction of their systems) was inadequate to make strategic decisions surrounding the ability of the current architecture to support a more robust business module.

The CPC Tools Development department was also sensitive to the availability of business participants for this project and requested that the project proceed with Software Development focus.

The CPC Tool Development Team develops software applications/ tools that enable client's engineers to configure quotation; contracts, job files based upon various industry standards, Similarly, the client needs to keep a track on any issue submitted by the client's customers till it is closed.

Various applications such as Corporate Product Configurator (CPC), Turbine 8s After-market Sales Quotation System (TASQ), Customer Interface and Response System (CIRS), SmartSuite set of tools (consisting of SmartPerf, SmartRotor, SmartStress, SmartPlot and SmartPlot V2), Steam Turbine Application and Records Software (STAR) have been developed in different environments like .Net, Visual Basic, Oracle which require a highly skilled work force to maintain, enhance and assure the quality of its product to meet the client's business module. The presence of a Quality Assurance team was required to ensure that the software products met the client's high industry standards.

Technologies

Quick Test Pro 9.5, MS Visual Studio, VB 6.0, Web Service, C#. Net, VB.net, Bug Reporting Tool, Citrix, MS XP, MS Office, MS SQL, Oracle

Project Solutions

A QA team from AMS has been working at client location to address the Quality Assurance challenge. The position of QA required candidates capable of testing applications in various environments both manually and using automation tools like Quicktest Professional. It required candidates not just with a strong Information Technology background (to identify issues in various applications in various environments), but also with a sound engineering background since the complex applications at the client site required a certain level of engineering proficiency in operating them.

Benefits to the client

AMS' QA efforts allowed the client to review the inefficiencies of their current processes in an easy-to-understand way and effectively communicate the needs for future enhancements to executive management. These efforts were implemented to assure the highest standard for the software/ tools required for the client to meet its business goal effectively, efficiently and economically. This was achieved by a QA framework that dwelled both on manually testing these applications and running regression tests on these applications using automation tools. At this point of time, the usefulness of this QA team to the organization is very important due to their overall understanding of these complex mechanical engineering software tools and their overall testing process- some of which have been automated using complex automated scripts that run from the click of a button. This, coupled with the impending transition of all the current tools into the client Global Singular Process framework (in Oracle environment) would require the continued presence of this QA team.