



Retail



Innovative QA Services for the World's Largest Hotel and Leisure Company

Company Background

The client is one of the world's largest hotel and leisure companies, with nearly 900 properties in 100 countries. The company's hotel empire consists of luxury brands operating 70 high-end hotels and resorts. Furthermore, there are about 400 hotels owned and operated by its franchisees.

Business Challenge

The client has a number of portals in seven different languages for its clientele, for which it had to ensure that the sites were up and running 365 days a year. This was a critical factor for the company, since these were the revenue generating portals and had to be operational at all times without any interruption.

Added to this were the other challenges – the timing and international language resources (with testing expertise) for lengthy QA schedules, for which the client needed the support of an independent testing company who could address all their needs, and thus they found AppLabs.

Solution

AppLabs, with its assortment of resources - expertise in international languages and internationalization testing, capable of quickly adopting to the applications being tested and getting in sync with customer's processes, started the testing assignment. AppLabs firstly provided the much needed support, the Daily Smoke Test, a 7-day daily maintenance project both manual and automated in nature. Due to the time zone difference, AppLabs performs this task daily, prior to the start of each business day and provides the company with a report before 9 AM EST. This is an ongoing engagement being executed by AppLabs 7 days a week.

The very next move was testing of the web portals that dealt with international languages (French, Spanish, Japanese, German, Chinese and Italian), and had concurrent users performing activities like searching for hotels, booking rooms and canceling done globally. For this AppLabs provided resources with expertise in specified international languages and good testing capabilities, who have performed functional and internationalization testing for the web application in Japanese, German, Spanish,

French, Chinese, Italian and English. To check the portals compatibility with the different browsers, operating system, and processors, the team of AppLabs performed compatibility testing. And for the release support of the projects, the team performed regression testing.

Key Benefits

Since engaging with AppLabs the client has seen noteworthy benefits:

- ▶ The efficiency of Daily Smoke Test on LIVE sites significantly increased revenue for the client throughout the year.
- ▶ AppLabs has strengthened processes for highlighting the LIVE site outages to minimize the down time and save revenue.
- ▶ AppLabs' unique approach to functional testing and internationalization testing for the client's web application has increased the products usability and acceptability worldwide.
- ▶ Test coverage has further increased to make it 100% from CRD (Consolidated Requirements Document) perspective by including test cases for negative scenarios, and this has helped the client save time and cost.
- ▶ The automation of the regression test suite by AppLabs has considerably improved the test coverage and also reduced the time by 40%.
- ▶ AppLabs have developed Automation Framework that helps to execute the scripts in four different European languages like French, Spanish, German and Italian (Single byte).
- ▶ AppLabs developed a customized HTML interface which enables to pass the parameter values for different test environments, languages and browser versions to execute the automation test suit.
- ▶ The Automation framework designed and developed by AppLabs has made the application scalable and extensible, providing flexibility to address future requirements.