



3Nexus QA for PCFax

Your Results.
Our Commitment.



Client is the leading provider of software packages for document processing, automation, and delivery. The cross-platform PCFax software is used to automate the production and delivery of everyday business documents. The fax server is seamlessly integrated with the business process applications enabling automated faxing from the desktop or back office. IT administrators can further minimize faxing costs by controlling who is able to send faxes when and where in the world.

3Nexus Quality Assurance team took on the challenge to perform independent software acceptance testing before the product release, and regression test for hotfixes and service patches for each subsequent release.

Industry	Software Providers
Solution	Quality Assurance
Services Used	Independent Software Testing and Quality Control
Technologies	<p>Operating Systems: WinXP, Vista, Win2003 Server, Win2003 Terminal Services, Win2000 Server, Win2000, Win98, Localized OS</p> <p>Defect Tracking Systems: Rational Clear Quest, Team Foundation Server</p> <p>Other Tools: VMWare, Virtual PC 2004, Ashampoo Uninstaller Suite</p>
Engagement Model	Time and Materials
Efforts	3 man-years

Key Features:

3Nexus QA team performed a complete test suite on the PCFax application:

- ◆ Functional tests
- ◆ Cross platform tests
- ◆ Software integration tests
- ◆ Hardware integration tests
- ◆ Localization and Internationalization tests
- ◆ Installation and licensing tests
- ◆ Stress tests
- ◆ Performance tests

Solutions:

The capability to support a number of OS and integrate with third-party applications (e.g. Microsoft Office, Lotus Notes, ACT, OCR, GoldMine) multiplied the complexity of the application. For cross-platform testing, 3Nexus configured an archive of virtual machines that include various operating systems, browsers and third-party software.

Normally, multi-platform testing is greatly complicated by issues that are reproduced only on individual workstations or occur occasionally. This was solved by fostering regular communication and allocating QA specialists with hands-on development experience. The QA team also provided remote access to their machines to help developers identify root cause and explore fixes for the system.

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During the testing period, various tests were performed:

- ◆ Functional tests: Thousands of test cases have been developed based on the business and system functional requirements.
- ◆ Cross-platform tests: Taking into account that a fax server supports a number of OS, cross-platform tests included cases that involved different parts of the server installed on different OS at the same time.
- ◆ Software integration test: The product is integrated with Microsoft Office 2003/2007 (e.g. Word, Excel, Outlook) and databases (e.g. ACT, GoldMine).
- ◆ Integration tests: with different output devices including fax machines.
- ◆ Localization and internationalization tests: The product supports more than 15 languages (among them English, Spanish, French, Italian, Hebrew, Greek). Not only did we focus on the spelling translation, but we also worked with native speakers to validate language and cultural specifics.
- ◆ Installation and licensing test: Installation and licensing mechanisms testing was done to guarantee seamless installation process, error-free operation of the application after the installation, and correct storage and process of the licensing information.
- ◆ Stress tests: We load the system with simulated concurrent users and record the response time. We record the data and produce the benchmark that helps the system end users to manage the workload of the system efficiently.
- ◆ Performance tests: We measure the performance for different loads and ensure that the system operates within acceptable range.

Customer Benefits:

Client is very happy with the results:

- ◆ 3Nexus QA team developed a full set of structured testing documentation (e.g. testing results, final reports, quality estimation).
- ◆ The client's time-to-market was decreased due to efficient resource allocation.
- ◆ Costly redevelopment was avoided due to timely QA feedbacks.
- ◆ The customer's market share increased. Revenue grew 42% higher.
- ◆ The established communication framework and process enable quickly research on defects and schedule fixing independently with minimum involvement from the client.

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Defect Tracking Systems: Rational Clear Quest, Team Foundation Server

Other Tools: VMWare, Virtual PC 2004, Ashampoo Uninstaller Suite

Efforts:

3 man-years



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