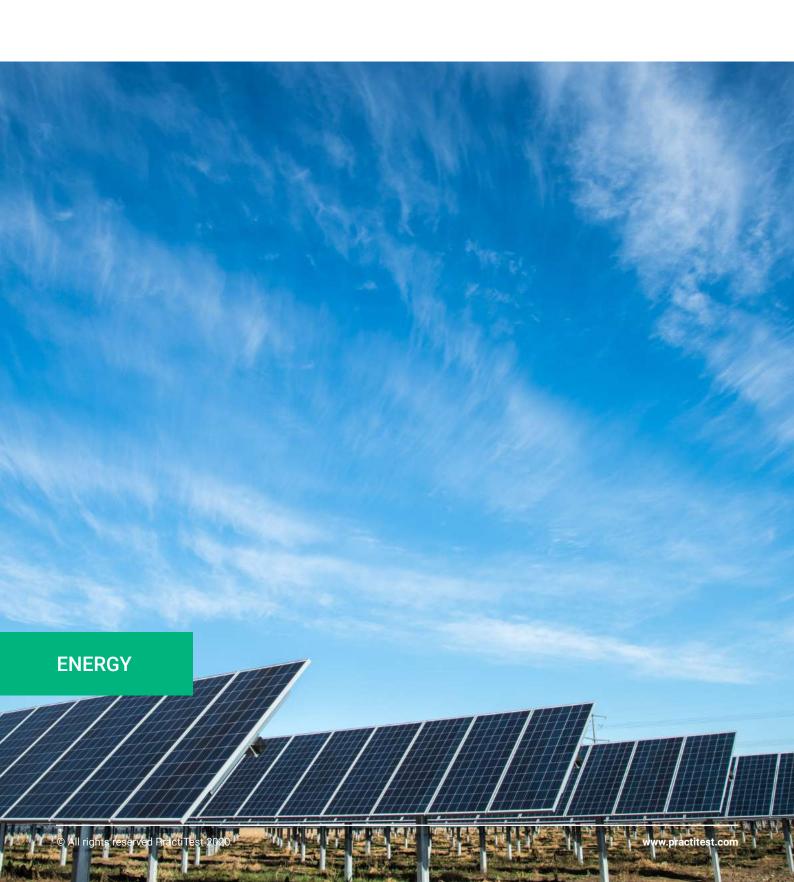PractiTest

EMPOWERING TESTING PROCESS

ENERGY

Bristol Energy is a national gas and electricity company originated in the UK. The company is supplying both domestic and commercial customers.

The Challenge

David Carter, a test analyst in Bristol Energy was evaluating several different solutions for the challenge he and his team were facing. The team is relatively small and contains two full time testers and two in-house developers. Before they started working with PractiTest, the Bristol Energy QA team used Excel sheets to store their test cases and test results and was recording their bugs on a third party tool.

"PracitTest is key to give us that extra control over our testing to help us build a robust test process."

David described the challenge his team was facing prior to choosing PractiTest: "I would have to spend time chasing people to make sure they updated the spreadsheet with their testing results. As soon as I updated the spreadsheet it quickly became out of date".

The Solution

The main reasons David and his team decided to adopt PractiTest as their test management solution are: First, the ability to record test cases, test steps and test evidence in one system. Secondly, PractiTest can generate scheduled reports which they needed for recording their testing process. In addition, the fact that the system is cloud based meant easy implementation process and flexible billing. This drew them to choose the system over other systems.

The PractiTest Benefit

When David was asked about the benefits PractiTest has for their QA process he had five major points to state:

1. Time saving:

"Quick and easy to create test sets and enables us to concentrate on testing rather than reporting."

2. Communication:

"It does make it clear that everyone is testing and I can see instantly the latest test progress or issues. I can also easily build and share reports with other stakeholders we are still really at the early stages of using the reporting functionality."

3. Money saving:

Being a SaaS tool, PractiTest saves money when considering the flexible payment method and no maintenance or setup fees.

"The flexibility around custom fields and filters is great."

4. Flexibility:

"The flexibility to modify the workflow for the bug status is very useful as it allows us to customize it based on our own process or to match third party status's if required."
David also mentions the custom fields and filters as a way that not only let's the organize their data better, but also reports this data in a bespoke manner using the different views. "The flexibility

around custom fields and filters is great."

5. Visibility:
"the added visibility and reporting helps to demonstrate the testing time and scope of the testing for different releases which helps to demonstrate the work that goes into a testing cycle."

To summarize, David shares one of the main business challenges PractiTest helped Bristol Energy solve:
"One of our key systems can be quite buggy when delivered into test by the 3rd party developer. PracitTest is key to

give us that extra control over our testing to help us build a robust test

"Quick and easy to create test sets and enables us to concentrate on testing rather than reporting."

process. It also capturesthe bugs identified which allows us to evidence the quality of the release which has helped when feeding these issues back to third parties. It is very difficult to put a financial benefit on this but without a robust set of test cases and reports we would run the risk of missing key items which would have a direct impact on customers and our service record"