

## **Sector: communications**

### **Customer Profile**

RADWIN is a world leading communications equipment vendor, developing wireless back-haul and broadband access solutions for carriers and service providers.

Established in 1997, Radwin is active in over 100 countries and has 14 offices worldwide.

The Verification Unit at Radwin includes eight QA engineers whose duty is to conduct final testing and seal of approval each product, version or component produced by the company.

The Verification Unit is a specialized unit and separate from the QA Department. "This is typical for a communications vendor", says Kfir Hemed, Head of the Verification Unit at Radwin, "because our testing Methodology is completely different."

"For example, we don't do standard unit testing or regression, but rather end-to-end testing that includes all possible product environments and customer simulations", adds Kfir. "For every new feature, we sit down and plan the complete scenario and methodology and then enter it into the PractiTest tool."

In addition to complex testing environments, testing cycles are large-scale, consisting of several hundred tests for each release. "This means complex teamwork and schedules that require a top-notch test management tool", says Kfir.

### **The Challenge**

When Kfir became head of the Verification Unit he realized he needed to amp the test management tool. At the time, Radwin was using what is considered a leading test-management tool.

"We had a few problems with this product", says Kfir. "First of all, it was extremely expensive: each user license cost more than a thousand dollars. In addition, there was no flexibility to add licenses for temporary users during times of heavy workloads."

With headcount growing quickly from two to eight testers, and with frequent loans from other testing departments, Kfir realized he needed a product with a lower cost of ownership and license flexibility.

Another problem was the fact that the product was locally installed and required extensive computing resources. "It wasn't unusual for the server to overload, in which case work would slow down or even halt", says Kfir. "In case of server malfunction, the whole department would stop working until we could get the server – and the system – up again. This became a growing problem."

### **The Solution**

Kfir set out to methodically look for a new testing framework. His requirements were first of all a simple and cost-effective product that would be easy to learn and use and is fully reliable.

"Stability and availability are our top concerns and that's why at first I didn't look at SaaS-based products", says Kfir. "I was afraid of disconnection and stability problems."

However, after looking around Kfir realized a SaaS product can actually be even more reliable than a locally installed product, because it doesn't have local hardware and computing limitations."

## Implementation

Kfir looked at about 15 products, including PractiTest, which he found online, and ran trials for five of them; in the end he chose PractiTest. "I liked the product, the simplicity, the ease of use. I decided to run one set of tests for a month and see how it goes. After the first trial we tested a bigger version, and only after that went smoothly - we moved all of our testing to PractiTest."

In the year and a half Radwin has been using PractiTest, Kfir has been satisfied with the product: "first of all, we never had a system crash or slow down" says Kfir. "It's easy to deploy – the logic of the system and the UI are clear – and the learning curve is very quick".

"This is very beneficial for us because we frequently loan testers from other departments, and they start using PractiTest in no time."

Kfir also commends the PractiTest support: "When you post an issue they get back to you promptly and their turnaround is second to none. They've even included some features we requested in their releases (such as choosing rows of issues to display on each page). You can't get better than that."

## The PractiTest Benefits

Kfir sites four main advantages in using PractiTest: the first one is simplicity in use. The second advantage is stability: no more server downtimes and interruptions in workflow.

The third advantage is that PractiTest is a light and stable product: no slowdowns, no downtime.

The fourth advantage: licensing flexibility: "It's easy for us to add users when we need extra testers."

"The results are effective and better managed testing cycles: accurate planning that is executed on schedule, with clear logging of each and every test, issue and bug." "With an average cycle exceeding several hundreds tests – that's a big advantage", adds Kfir.

## Key Highlights:

**Sector:** Communications Equipment

**Customer Profile:**

A communications equipment vendor serving carriers and service providers; established in 1997 with sales in over 100 countries.

**Challenge:**

- Large testing cycles exceeding hundreds of test per version.
- QA team growing rapidly.
- Previous test-management tool was expensive, lacked license flexibility; was locally installed, so required extensive computing resources and was vulnerable to malfunctions and overloads.

**Solution:**

Practitest flexible license deployment.

**Benefits:**

- Very easy to learn – short learning curve
- Simple to use
- Stable
- License flexibility
- Excellent support