

# ASSURE YOUR PAYMENTS SAFTEY

A case study by Nets Payment Solutions

"Small things that have  
made our lives easier"

*Sari Salin-Tuomela,*  
Head of QA, IT Merchant Services



# ABOUT NETS MERCHANT SERVICES

Nets is a leading provider of digital payment services and related technology solutions across the Nordic region. Merchant Services provides in-store, online, and mobile payment, as well as solutions, services, and a wide range of international payment means. They also provide merchants with acquiring of Visa, Mastercard, JCB and Union Pay, in addition to local payment schemes. Merchant Services is present across all Nordic and Baltic countries. They have more than 300,000 merchant customers, from small and medium-sized enterprises (SMEs) to large international retail chains, including over 30,000 online merchants.

## THE CHALLENGE

Nets QA staff had done a few evaluations of test management tools, but had not found a suitable one. The challenge was to manage QA work executed by multiple teams in separate countries AND in coordination with different other companies (e.g. companies that were bought by Nets but were not yet integrated into their IT systems). Moreover - all the development and testing requirements (e.g. Epics and User Stories) were in Jira and they had to figure out a way to link the separate parts of this project under one coordinated process. If this wasn't challenging enough, Nets is a highly security-oriented company and any solution would have to comply with their strict security requirements.

# THE SOLUTION

PractiTest is a highly modular and configurable solution allowing Nets to custom-fit their different projects, even within the same company, in order to meet the specific needs of each internal sub team and process.

With the help of PractiTest's SaaS solution, the Nets team was able to create a DMZ for the integration project where each of the teams was able to include only the information they could share, while still managing a complete QA process including Stories, Tests, Runs and Bugs.

Nets' teams integrate their automation efforts together with their manual testing, in order to provide a single point of visibility to management for their testing results. This is also possible with the use of the External Dashboard functionality offered by the tool.

An additional major win for Nets was the way Exploratory Testing is integrated into the PractiTest workflow, as this testing approach is very popular and widely used by Nets QA staff.



On top of all this, and since consultants come and go all the time, Nets constantly has to train people on the system. Thanks to the system's ease of use and with the assistance of the PT team this is done smoothly. As Sari Salin-Tuomela, Nets Merchant Services Head of QA says "PractiTest has the Best Customer Support I have encountered!!"

# THE PRACTITEST BENEFIT

1

PractiTest's cloud service helped us integrate and coordinate the work of some of our more challenging projects, where teams were geographically and logistically separated from one another.

Working and communicating under one virtual house, has made our team effort smoother and more valuable. The team's communication is important, not only for a better testing process but also for better business, development and human relations!

2

Connect the worlds of Product, Development and Testing - the integration between their test management solution and Jira helped us link user stories and test cases, and also to report the bugs found in the system directly into Jira. When needed (from security perspective) they were even able to do this on a one-way link to make this easier on our teams.

3

We can increase the perceived value of our team by giving better visibility into what we are doing. Integrating the automation results and manual results is great, and together with their multiple reporting options, it allows us to provide information to the different stakeholders in our projects.

4

As with many organizations out there, we were already running Exploratory Tests in parallel with our Scripted Tests. The addition of ET to PractiTest really allowed the teams to account for all their testing tasks and provide a more accurate image of their work and the application.

5

And finally, PractiTest has the best support that I have encountered! This may seem like a trivial thing, but when you have people joining and leaving teams and you want someone to help, it is essential to work with a company that will have your back covered.