



SUMMARY

- Support of Agile development process
- Empowerment of whole QA team across Europe
- Quick Visibility of results across company
- Developers integrated into Test and defect resolution
- 270 days of client software testing reduced to 6 days



“ Axe has clearly demonstrated its return on investment and has proved extremely worthwhile for Serena Dimensions. ”

“ Within three months of adoption the Axe toolset has become a core part of our Agile development process allowing us to standardise our testing processes and reap the substantial cost and business benefits that Axe has been proven to return.”

- Mir Derakhshan – Vice President SCM R&D Serena

Serena is an international company producing Agile On Demand products – Application Lifecycle Management, Business Mashups and Project and Portfolio Management. Its cross-platform Software Change and Configuration Management (SCCM) application Dimensions (and its entry-level version Dimensions Express) is deemed a leader by Gartner and called “the most full-featured SCCM application” by Forrester Research.

THE CHALLENGE OF ADOPTING THE AGILE DEVELOPMENT PROCESS

With the introduction of Agile development for Dimensions and not wishing to increase the size of the QA staff unnecessarily, an efficient solution was required to test the nightly product builds quickly and accurately over the seven supported Tier 1 and Tier 2 platforms. Historically, Serena had adopted a capture-replay approach to automated testing with two major disadvantages:

- Result evaluation took longer than manually executing the tests
- Involvement was restricted to analysts with TSL (Winrunner script) knowledge (<10% of the team)

Serena Dimensions and Dimensions Express are together supported on three Tier 1 platforms (tested by the full regression suite) and four Tier 2 platforms (tested by a prioritised regression suite). The adopted solution could not therefore be platform specific and must be readily configurable to test on the different platforms.

Following a due diligence evaluation of solutions available in the market, Axe appeared as the most suitable solution. A successful proof of concept study was carried out using with Axe against the Dimensions client and server components, Axe was chosen as the preferred solution.

“ Introducing Axe has allowed Serena Dimensions QA to adapt to fully support Agile development without hiring additional staff. The whole distributed QA team (two sites) is now actively engaged in the scrum teams and thanks to Axe’s readily understandable results presentation the whole company is able to scrutinise the quality status of the latest daily product build on our results server as soon as the automation run has finished ”.

- Graham Feast – Senior QA Manager Dimensions

Test Automation Solution:

- Odin Technology Axe
- HP WinRunner 9.2 - GUI Automation
- Odin Technology AxeHarness - SOA Test Harness
- AutoIT 3 - Windows GUI Automation

ADOPTION OF AXE ACROSS DIMENSIONS EUROPEAN OFFICES

Following the corporate decision to adopt Axe, rollout was achieved surprisingly quickly. User training was provided to the whole Dimensions QA team, the next day the team started creating the spreadsheets and within two months entire manual regression test suites had been automated and executed with logged results. The Dimensions QA team in the Ukraine also had no problem adopting the Axe approach and are indeed some of the major contributors to the overall success, tackling the testing of some of the more complex product integrations.

AUTOMATION OF ALL DIMENSIONS COMPONENTS

Whether testing servers, agents or clients; command line, desktop client or web client; auxiliary applications, third-party integrations or installers; databases or web services Axe and Axe Harness have given Serena a common test definition format with a common results layout that is understood by development teams and senior management alike.



CUSTOMER SATISFACTION

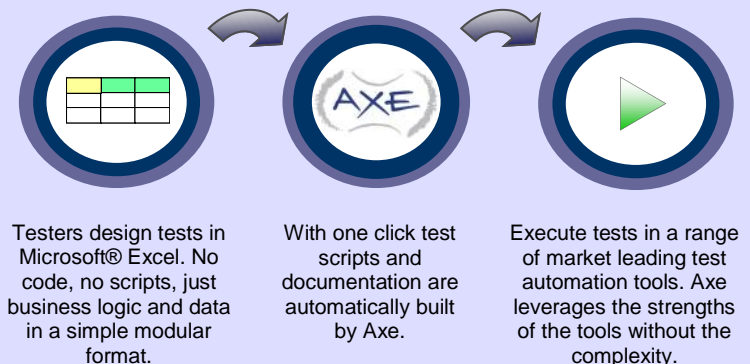
Within two months of adoption, Axe automation scripts are already an integral part of the Agile development process of the two latest Dimensions patch releases. When the testing of Dimensions 2009 (the next major Dimensions release scheduled for Q1 next year) begins, all new features and the majority of the regression suite will be automated permitting more and better quality testing which should result in better product quality for the Dimensions customers.

“The results presentation and the test case documentation are two huge bonuses that come with Axe and Axe Harness. The results are posted to our server immediately an automation run finishes. Using the Axe results developers can check for issues by drilling down to the level of detail that they require and then independently reproduce the issue on their development system using the documentation. Issue fix times (and appreciation from the developers for the level of detail supplied to assist them) have improved accordingly enabling QA to fulfil their role in the Agile process”.

- Graham Feast – Senior QA Manager Dimensions

Axe - Redefining Test Automation

Axe leads a new generation of automated software testing products. Axe provides a means to rapidly deploy automated testing systems that can be used by all levels of staff with minimal training. This reduces the cost of introducing and maintaining test automation by a factor of four.



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