AFOUR TECHNOLOGIES

NETWORK MONITORING TOOL

Background

INDUSTRY

Healthcare

HEADQUARTERS

USA

FOUNDED

2018

Product USP

The client's product provides proactive IT operations software to address the challenges of managing hybrid IT infrastructure.

These infrastructures include physical, virtual, or cloud-based IT, and the product provided gives the control to monitor, analyze, troubleshoot, and report performance issues before end users are impacted.

The product is well established and has thrived while adding over 400 clients in this dynamic marketplace with over 25000 licenses.

Our Approach

AFour's engagement started with the client in May 2018 as a QA partner for this project.

After successfully kick-starting QA, we provided development services for the client's product.

The development practice was to fine-tune the product's UI performance by implementing the pagination feature.

In the later stages, we also provided IT support, handling support tickets for setup and Infrastructure issues.
ed them automate the test cases, which allowed them in release testing.

Solution

- Being the only QA team, we own end-to-end QA for this project.
- We have identified the testing scope and prepared a test plan and strategy accordingly for this project.
- Since the product is already well established in the market, the test plan needs to be more robust and client-centric on real-world scenarios.
- QA uncovered many high severity defects, which got fixed.
- Alongside this, we have also had a brief engagement for a Developer who helped with the performance-related issues in the product, and changes were implemented accordingly.
- We recently also had IT support engagement (SysOps) and helped with the successful transition of the IT remote infrastructure management system.

Tools & Technologies

- For QA tasks, we did an extensive study on how VDIs work and how they are deployed in a production environment to replicate the exact behavior but at a smaller scale.
- We have built our lab at AfourTech, comprising virtual servers with Windows OS.
- We used Testlink for test case management but eventually switched to Zephyr.
- For defects and the Agile board (Sprint summary), we are using JIRA.
- For development, we are using React and AngularJs.

Team Composition

There is one lead test engineer and a software test engineer who looks after QA efforts.

We also have a developer who looks after the product's performance issues and suggests and implements changes for the same.

For the IT support, we have a senior system administrator to look after various IT tickets and Infrastructure related issues, which included Database Architecture as one of the tasks.

Thank You!

Let’s Disrupt Together

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