

Test Management Services Help Major Passenger and Vehicle Ferries Operator with 98% Uptime Availability of Infrastructure

About the Client

The Client is the major operator of passenger and vehicle ferries in the UK. The Client provides various details about its services covering tour destinations, timetables, fares, service status of each route via its website and applications.

Key Requirements

The Client needed someone to help them with:

- Installation of test management tool
- Hosting and support Services
- Maintain staging and production servers
- Consultancy support related to JIRA and other Add-ons
- Backup of test assets

Technology Stack



Key Business Challenges

The Client in this case faced a few challenges:

- Lack of expertise in setting up test management and defect management tools
- Unstable requirements, no process was available to manage requirements
- No formal metrics were in place to measure the quality of the product
- Lack of visibility of product quality going ahead

Solutions Provided

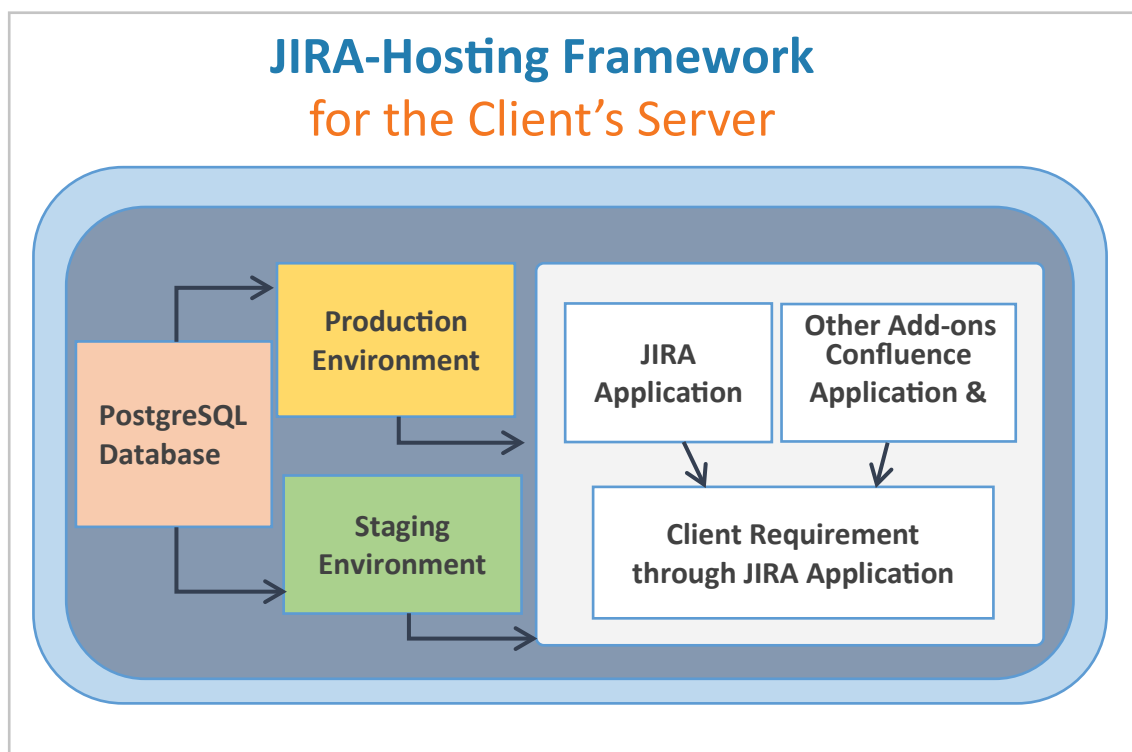
Cigniti's testing team employed their most efficient techniques to provide the following solutions:

- Procured third party hosting environment to setup JIRA & other add-ons like JIRA Capture, JIRA Agile and Confluence
- Configured Zephyr as a JIRA add-on for a cost-effective, highly sophisticated solution
- Created 50 users in JIRA & Zephyr to be used by the client's team
- Created widget in JIRA to capture blocked issues & dependencies
- Implemented scheduled JIRA backup process hosted on PostgreSQL database

Key Benefits

Under able guidance provided by Cigniti's able teams, the Client:

- Aggressive delivery schedules were met while allowing a seamless upgrade
- Ensured network availability and application availability
- Assured 98% uptime availability of the infrastructure
- Prioritised troubleshooting and resolution times by three levels



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About Cigniti

Cigniti Technologies Limited (BSE: 534758, www.cigniti.com), Global Leaders in Independent Software Testing (IST) Services, is headquartered at Hyderabad, India. Cigniti's 2200+ employees are spread across US, UK, India, Australia, and Canada. Cigniti is the world's first IST Services Company to be appraised at CMMI-SVC v1.3, Maturity Level 5, and is also ISO 9001:2008 & ISO 27001:2013 certified. Cigniti's test offerings include Quality Engineering, Advisory & Transformation, Next Generation Testing, and Core Testing.

Over the last decade, Cigniti has helped Enterprises and ISVs build quality software while improving time-to-market and reducing cost of quality. Cigniti has translated its R&D into BlueSwan, the next generation and proprietary test platform comprises of 5 elements - Verita, Velocita, Cesta, Praxia and Prudentia - which complement the existing QA and QE tools of enterprises. BlueSwan will help clients to Align their Business Goals, Assure the market leadership and Accelerate the digital transformation journey. Cigniti has India's first of its kind Robotics Test Lab, a Mobile Cloud Test Lab with HP & Experitest, a Cloud-enabled Performance Test Lab, and an IoT & Smart Meter Lab. Gartner has positioned Cigniti in its Magic Quadrant for Application Testing Services Worldwide twice in a row i.e. for 2015 & 2016. Forrester cites Cigniti among the 9 services firms and systems integrators working to enable Quality at Speed. NelsonHall ranks Cigniti Technologies as a Leader in Software Testing NEAT Charts. Everest Group recognizes Cigniti as a Major Contender with a "Best in Class" rating for Buyer satisfaction in the PEAK Matrix™ for Independent Testing Services, while Forbes recognizes Cigniti as Asia's 200 best under-billion companies.

Cigniti has been awarded a place on the Crown Commercial Service latest G-Cloud 6 framework for providing Lot 4: Specialist Cloud Services that will provide public sector enterprises better access to Cigniti's expertise. Cigniti is also a recipient of the prestigious Frost and Sullivan Customer Value Leadership Award for Global Automated Software Testing Services category consecutively in 2014 and 2015. Cigniti's CSR initiative, Project Cignificance, aims to impact 1 million+ lives through education as an enabler.


For Other Information
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