

amsphere

Testing Specialists

The Client

The client is a large supermarket chain with over 300 stores across the UK and more than 9 million weekly shoppers.

Objectives

All Retail IT applications are tested centrally by the client. It became apparent however that the level of work and a tight schedule of new IT functionality and upgrades meant that there was a requirement to quickly identify a similarly professional and dedicated testing organisation. The company would need a proven and measurable track record in Retail Testing to work with them, not only this project but also other tactical and strategic projects.

Project

The core components of the unique testing service provided by Amsphere would enable the correct levels of assistance and expertise to be provided in order to meet the tight timelines imposed. The service would also ensure the capture and creation of a detailed repository so that knowledge and expertise would be available for future use.

Amsphere were engaged to provide Testing Services for 4 different EPOS related projects:

- Legacy enhancements including a new Staff Discount scheme administered through EPOS
- Smartlane Integration Pilot
- Hand Held Terminal software and a hardware upgrade programme
- Proof of concept pilot of 2 separate Self Checkout (SCO) vendors' solutions running in parallel



Amsphere presented the customer with a 3 step risk based plan for testing:

1. Work with client Project Managers to develop a prioritised list of risks
2. Define and execute tests that explore those risks
3. Adjust the test execution process to reflect developments that occur during the testing phase

An Amsphere Programme Manager had overall responsibility for the project and worked with the on-site team. Once the test plan had been presented, the team then set about expanding upon and detailing the phases and types of testing to be conducted, as well as conducting the testing itself.

Benefits

- *The provision of an informed assessment of both the vendor supplied SCO hardware and software and their fitness for purpose*
- *Full knowledge transfer between the Amsphere team and client resource*
- *The testing effort had no impact on the day-to-day operations of the business*
- *All projects delivered on time*
- *All projects completed as budgeted*
- *Creation of a knowledge base allowing the client to maintain a constant approach to future testing*

Amsphere Services Used

Independent Testing including Best Practice and CAAT™
Knowledge Acquisition & Management Services (KAAMS™)

