



Cygnnet Infotech

Customer Solution Case Study

Overview

Industry: Software Industry

Customer Profile

The company designs development tools since 1998. Products are dedicated to PowerBuilder, PL/SQL, Transact-SQL, .NET and VB developers.

Country: France

Business Situation

Client wanted that the application be tested before being presented to the end user. Since the client was unaware of the standard Testing Procedures, he wanted to hire the services of a Third Party.

Solution

Cygnnet has provided quality service & defined testing process delivering a high caliber solution free from bugs thus leading to an increase in confidence from his end users for his enterprising product.

Benefits

- Client has appreciated the Testing Operation and committed to continue testing operation
- Client Incorporated new features for End Users
- Client has Acquired development & Document services from cygnnet
- Developers and administrators support: VG is a user-friendly solution. It requires less training effort and reduces the number of support issues.

Cygnnet Infotech has provided quality service through independent testing division to client. The finished product leads to an increase in confidence among the end users thus leading to increase in revenues and an increase in profitability.



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Software and Services

- PowerBuilder 5 to 10.5
- Visual Studio 2005
- .Net framework 2.0,3.5
- SQL server 2005, Oracle 9i,10g
- Configuration Tool – SVN
- Virtual PC – 2000, Vista
- Communication Tools – GoToMeeting, Skype, MSN

Customer Profile

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Technical Background

The system is a **Role Based Access Control System**. It adds security features to the applications integrated with it. The system provides high user level security with easy access to the system. It is efficient in maintaining user permission and its roles to access different systems.

It can integrate with various web as well as desktop applications. The system can also integrate with various databases such as Oracle and SQL Sever 2000.

Situation

Client had delveloped a role based system that could provide a high level of secured access to the applications integrated with it. All types of applications could be integrated with the system irrespective of the development language used.

The system designed was not tested for quality which meant that the end user would have to test and retest the application each time he used. The client did not want to take this risk since it might have hampered his business growth.

Client wanted that the application to be tested and test cases documented for future use so that testing time could be reduced and end user might receive a well-tested and ready to use product.

Below situation cygnet has faced

- Testing scope is not cleared
- Functional documents are not available from client
- Lack of Complete system understanding
- To get the System understanding from client site and by client communication only
- Language barrier



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Solution

The client hired the services of Cygnnet Infotech's Independent Testing Division. The biggest challenge faced by the company was that there was no formal documentaion related to the product.

The team had to understand the client system completely from end user prespective by means of communication with client himself. Since client was not well versed with English language the system understanding, it was very tedious task.

Once the Knowledge transition was complete, a test plan was designed and implemented. The actual scope and testing cycles were identified.

Once the test plan was approved, module wise test cases were prepared and executed. The test logs were generated and proper track of bugs was maintained in the Bug Tracking tool.

Functional, Regression & System Testing was performed on the application

Benefits

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Cygnnet Infotech

At Cygnnet Infotech, our approach is extremely customer oriented and we aim at providing innovative software solutions to our customers. It reflects in our approach, our thinking, and the manner in which we deal with our clients and the world at large. Here is why you should partner with us:

- Cygnnet Infotech is an ideal choice for a strategic alliance. Since our inception, we have gained a wealth of expertise by implementing, upgrading, customizing, and maintaining business and technology milieus.



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- Three mainstays of our Services are **Client Satisfaction, Transparency, and Quality**. By engaging our services, you move a step closer to Microsoft skill sets, well-established project management techniques & integration capability, geographic reach
- At Cygnnet Infotech we provide business oriented approach by utilizing the approach and insights of service providers and specialists from across the globe

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