



## **OPTIMIZATION OF TEST MANAGEMENT FOR ONLINE SHOP TOBACCO COMPANY**

### **SUPPORT IN THE EXECUTION OF USER ACCEPTANCE TESTS AND SYSTEM INTEGRATION TESTS FOR AN ONLINE TOBACCO SHOP**

For the implementation of a modern online shop for tobacco products, an industry-leading company needed support in the early stages of user acceptance tests and system integration tests. The challenge was to implement a wide range of test management requirements for a globally operating company in an industry that is currently going through major changes.

### **PROPOSED SOLUTION**

The test management required a new structuring by splitting the project into the respective sub-projects, considering the different test requirements. In addition, the coordination and execution of the tests were optimized to make the shop system robust under all conditions.

### **RESULTS**

EVOSULT supported the company in optimizing the test management for the online shop to match industry-specific requirements. Stability and technical evolution of the shop are thus ensured in the long term.

## **SUPPORT IN THE EXECUTION OF USER ACCEPTANCE TESTS AND SYSTEM INTEGRATION TESTS FOR AN ONLINE TOBACCO SHOP**

One of the leading companies in the tobacco industry needed support in the implementation of a new online shop. There was a particular need for optimization in the areas of user acceptance tests and the system integration tests, which are important for functionality. EVOSULT had to consider the special requirements of the industry as well as the constant changes of a global acting company. Several times a year, major releases are presented, each of which has to pass through an appropriate test management in advance in order to guarantee the full stability and functionality of the online shop, from the creation of an order to the interfaces to logistics and payment service providers to the introduction of new features. In particular, the project consulting focused on the changing requirements of the respective service providers depending on the respective test scenarios.

### **REGULAR RELEASES AND NEW FEATURES HAVE TO BE IMPLEMENTED PRECISELY**

As in many other industries, upcoming new releases (e.g. for seasonal reasons) played a major role. Every new product or new feature into the online shop must be thoroughly tested to ensure a satisfying user experience and smooth operations behind the scenes. The ongoing adaptation of the test scenarios to the changing requirements is particularly important. The structure of the company required multilingual communication in German and English. Thus, the tickets for the developer crews were generally created in English. EVOSULT not only created the mentioned issues for the developers, but also checked the fixes until the Go Live of the respective shop section. The team always coordinated closely with the client to be able to include his ideas at any time. For the test series in live operation, we also provided direct support so that any problems could be documented and resolved as soon as they occurred. These included problems with the interfaces between B2C, B2B, logistics and CRM. In addition, a continued monitoring of the shop was desired to ensure stability and functionality in daily operations.

### **CLEAR STRUCTURES AND COORDINATION OF THE NECESSARY TESTS**

The most important measure was the introduction of a new and clear structure in order to meet the different test requirements of the respective subprojects. Each sub-project required its own approach to the coordination and execution of the test series. In order to carry out the tests successfully, EVOSULT also supported the revision of the different test scenarios to make them as realistic as possible. Tests are only as meaningful as the realistic scenario is. Therefore, it had to be ensured that the respective service providers (e.g. logistics) worked with the full staff of a real shop operation during the test. We also created concepts for test orders to check the structures of the shop and service providers for their resilience in different scenarios. For the later evaluation of the test results we coordinated the interface management with the other departments involved in order to obtain meaningful and realistic test results. Ongoing adjustments to the requirements of the business were implemented at all times and integrated into the processes.





## SUMMARY

The involvement of EVOSULT in the project management was significantly important for the timely and sustainable adaptation of the online shop to the standards required by the business. The robust operation of the platform as well as the continued development in day-to-day business operations is particularly due to the support of our teams. In addition, our intervention enabled the client's internal test management to be optimized and restructured in order to meet the changing requirements of the industry in the future. In particular, the recurring new releases can now be implemented much more smoothly in this stable test environment, because testing as a whole is carried out much more efficiently and goal-oriented than before. Especially, the rapid industry-specific changes had to be considered.



## ABOUT EVOSULT

EVOSULT is specialized in implementation and rollout projects in medium-sized companies up to multinational corporations. We rely on classical as well as agile approaches in project management. In particular we keep the human factor in the center of the implementation. EVOSULT's experience in business consulting shows that the transformation in companies is the more successful the more comprehensively all parties involved are involved in the changes.

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