

## Client Profile

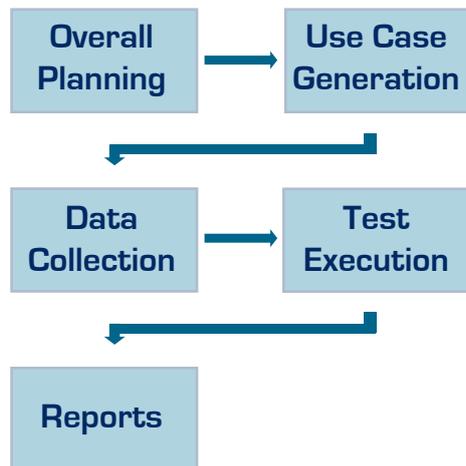
Our client is an upcoming provider of enterprise solutions, with a portfolio of pioneering products tackling major pain points in project management, IT service costing and other corporate functions. They were going through the later stages of their products' development cycle and were in preparation for the upcoming round of funding.

## Challenges

In preparation for the crucial funding round, our client needed to test the products for robustness in terms of functionality and overall usability. The AGILE method was deployed, but without any comprehensive user acceptance testing. There were also no central source of use cases for the system, and the development team ended up building features that buyers don't need. On top of this, there was no real complex sample data for both system testing and demonstration sessions.

- ✓ **Product Readiness:** Product readiness was sub-par. Only 23% of a focus group marked the system as suitable for daily usage, citing "Hard to navigate" and "Too complex" as main causes.
- ✓ **Product Fit:** Several product's features were misaligned with those required by potential buyers.
- ✓ **Product Demonstration:** System could not be used for demos since there had not been any authentic test data.

## cibsys Approach



### Overall Planning:

- ✓ Prepare high level test plans, acceptance criteria and expected outcome, based on different user personas & test scenarios.

### Use case Generation:

- ✓ Interview relevant stakeholders for user stories, pain points and use cases.

### Data Collection:

- ✓ Sample data is collected, checked for integrity and preprocessed for testing purposes.

### Test Execution:

- ✓ System is checked for bugs and function improvements using sample data and documented use cases.

### Reports:

- ✓ Final test results are reported and signed off weekly via JIRA and next priority areas are tested.

## Key Outcomes

### User Acceptance Testing

- ✓ All functionalities in the pipeline were tested by cibsys, against 3 key acceptance criteria: Performance, Function Fulfilment and Outstanding Defects

### Product Usability

- ✓ New usability recommendations made in 6 key areas (Layout, Task Orientation, Navigation, Data Entry, Search queries and Assistance).

### Use case Library

- ✓ New realworld data was prepared by cibsys for testing and demos. A gap analysis, based on the use cases collected, was conducted at each stage to keep all product developments centered around true customers' needs.

## Value creation

Measuring against the key business objectives defined, cibsys provided the following value:

- ✓ **Product Readiness** : Acceptance rate increased to approx. 67% within the same focus group.
- ✓ **Product Fit:** With the use case library, the development team were able to re-prioritise time and efforts on core features
- ✓ **Product Demonstration:** A library of 60 use cases and 3 sets of live data imported helped the client secure its next round of funding

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