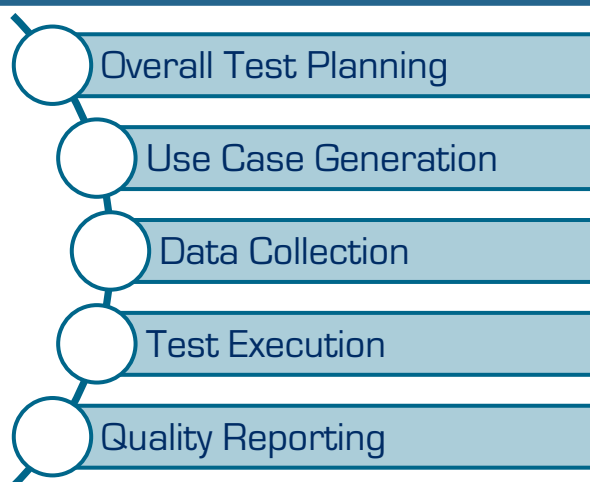## Assess

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.

In preparation for a crucial funding round and to reach new customers, our client needed to prove their products for robustness in terms of functionality and overall usability.

▶ **Lack of Test Data** : The client lacked a real world sample data set for both testing and for use in sales demonstration sessions.

▶ **Missing Use Cases :** There was no central source of use cases for the system, & the development team did not test in ways that the system was really used.

▶ **Product Readiness** : Product readiness was sub-par, only 23% of a user focus group marked the system as suitable for daily usage, citing usability issues such as "Hard to navigate" and "Too complex" as main causes.

▶ **Product Fit :** Several product features were mis-aligned with those required by potential buyers and users.

▶ **Product Demonstration :** The system could not be easily used for demos since there had not been any attempts to collect anonymised authentic test datasets.

Advance

▶ **Overall Test Planning :** Prepare high level test plans, acceptance criteria and expected outcome, based on different user roles & 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 pre-processed as needed for testing purposes.

▶ **Test Execution :** System is checked for bugs and function improvements using sample data and documented use cases.

▶ **Quality Reporting :** Final test results reported and signed off via tracking platform to provide assurance and follow up.

○ Overall Test Planning
○ Use Case Generation
○ Data Collection
○ Test Execution
○ Quality Reporting

Assure

✓ **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 :** Gap analysis, based on the use cases collected, was conducted at each stage to keep all product developments centred around true customers' needs to ensure testing on real world data.

✓ **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 delivering core features, reducing time lost preparing for testing.

✓ **Product Demonstration :** A library of 60 use cases and 3 sets of live data imported helped the client secure its next round of funding and target new clients.