

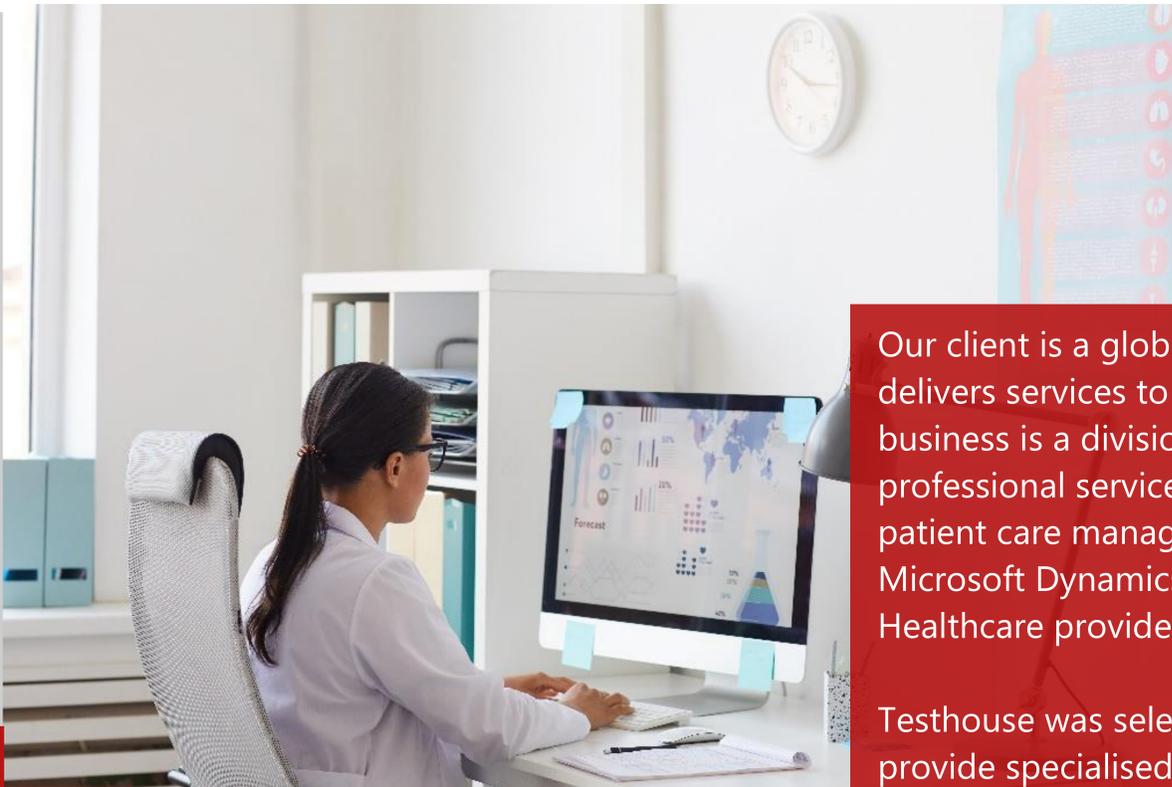
Dynamics Test Automation



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www.testhouse.net



Our client is a global organization that designs and delivers services to transform healthcare. The healthcare business is a division of its large global outsourcing & professional services company. Their core product is a patient care management solution, which is built on Microsoft Dynamics and is used by a multitude of Healthcare providers.

Testhouse was selected as a strategic quality partner to provide specialised Dynamics QA services. The healthcare industry requires the solution to be completely stable, reliable, available and of the highest quality.

CHALLENGES

- Regression testing proved extremely time consuming and costly, taking up approximately 60 working days
- Unable to adopt ongoing updates and implement changes & improvements within release cycles
- Low test coverage leading to key areas of functionality being untested, a high number of defects in production & poor user satisfaction
- High technical debt, no test automation & no test strategy
- Two different technologies - Dynamics CRM and Unified Service Desk
- Previous attempts by the client to implement test automation proved unsuccessful
- Lack of Dynamics 365 QA & Test expertise

SOLUTIONS

- Implemented test automation solution using the Testhouse Automation Framework
- Testhouse framework uses Selenium Webdriver to simplify test automation. The framework enabled compatibility with key custom controls for Dynamics CRM which helped reduce maintenance efforts.
- Programme wide quality assurance health assessment
- Strategic test planning, design, and execution
- Improved approach to quality, team collaboration, requirements capture, and traceability
- Implemented Test Automation assets into the client's CI/CD pipeline

RESULTS



Evergreen &
Change
Readiness



Increased
Quality &
Coverage



Continuous
Improvement
& Delivery



Reusable
Framework
and Scripts



Reduced Cycle
Time from
60 Days to 3 Days

For one of the Oldest and Largest Housing Associations in London

DevOps for Dynamics

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“Testhouse was engaged at the recommendation of Microsoft and having spent time seeking advice on specific areas of DevOps as it applies to development using MS Dynamics.

Their recommendations led to direct improvements in the way we build our products. Given the relative rarity of this specialist combination of knowledge areas, and the good results we have seen so far, I would expect to continue to work with Testhouse in the future.”

Simon Cooper

Development Manager, Peabody

BACKGROUND

Peabody Trust (Peabody) is one of the oldest and largest housing associations in London. They own and manage more than 29,000 homes across the capital, housing over 80,000 residents.

CHALLENGES

The customer originally engaged with Testhouse in June 2017 to review their VSTS (Visual Studio Team Services) to identify improvements that could be made to their DevOps processes to Microsoft Dynamics CRM. They felt that there was an opportunity to refactor their CRM configuration and Code before looking to upgrade from their current version of Dynamics CRM to Dynamics 365.

RESULTS

Testhouse is now engaging in a hands-on workshop with the Peabody team to identify the best possible solution and start helping them think about how to approach source code control in a way that is specific to CRM. The key aim of the workshop will be to refine their source control processes and resolve any issues, rather than re-designing the process entirely from first principles. We will then move on to the subsequent PBIs to help optimize Peabody's process through implementing DevOps4Dynamics.

SOLUTIONS

Testhouse identified several areas of improvement that could be achieved and created several Product Backlog Items (PBIs) to address these areas.

This included:

- Improving Source Control Management
- Implementing automated release and deployment
- Improving code analysis
- Making better use of Reporting and Dashboards in VSTS

For a leading UK Insurance Provider

Digital Transformation QA

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BACKGROUND

Our client is one of the UK's leading insurance companies and it went through its largest ever, multi-year Digital Transformation program implementing the **Digital Onboarding Platform**.

The client incurred several delayed deadlines for the implementation due to quality concerns, this was impacting other projects and proved to be extremely costly. On-going changes both internally and externally driven were causing significant quality challenges.

The complexity of testing the platform and the necessity for application experts were underestimated.

CHALLENGES

- Test cycles were unstructured and predominantly manual.
- Late discovery of defects in product, causing increased cost to fix
- Lack of Platform knowledge and experience.
- Inefficient test processes causing significant delivery bottlenecks.
- Significant regression impact from continuous updates and releases.

SOLUTIONS

- Platform Centric QA Gap Analysis.
- Defined Program Test Strategy & Approach
- Implemented a business aligned Automation Test Strategy.
- Improved usage of ALM & Test tools within the programme
- Implemented a risk-based approach to testing.

"We engaged Testhouse as our Testing Partner on our largest multi-year Digital Transformation Programme. Testhouse's deep experience in testing coupled with expert knowledge in **Microsoft D365** made them a natural Testing Partner of choice."

Client Business Head
Insurance Company

RESULTS



Efficiency – Improved test efficiency by 35%.



Test Cycle Management – Reduced cycle times by 2 weeks.



Stable – Reduced defect leakage and improved business alignment



High Quality System – Enhanced test coverage through structured QA process.



Achieved **Evergreen & Change Readiness** through bespoke test automation approach.