
ECM Quality Assurance

Ensure the Quality of Your ECM Site Before Going Live

A Coban ECM Offering

Overview

Coban's ECM Quality Assurance offering is designed to meet your testing needs before each release of your ECM solution goes live. We'll guide you through the requirements analysis process, and help define your overall testing strategy. We enforce a comprehensive quality assurance process to test your entire solution through unit, SOA, user interface, integration, system, and user acceptance tests to flush out defects. All issues, defects, and risks are managed through a well defined issue tracking and resolution process, leveraging the latest test management and communication tools to ensure that all involved parties are up to date and are collaborating to ensure the highest quality solution possible. Our ECM Quality Assurance allows you to go live with confidence.

Value Proposition

> **Prompt Planning and Execution**

Coban will get deeply engaged with your team and make sure that all testing related tasks are properly planned for and executed successfully before your site goes live. We will define a comprehensive testing strategy that is based on your requirements, and through our proven methodology, ensure that they are met.

> **Issue Management and Expert Analysis**

When issues are discovered while testing your solution, our team will make sure that they are well documented, reproducible, and properly classified. Our deep understanding of ECM functionality enables us to identify issues quickly and accurately. Working closely with your team we will manage and help prioritize your issues until successful resolution.

> **Going Live with Confidence**

Too many times we've seen that clients fail to plan and test adequately before going live. The downtime required after launch to address issues can result in significant revenue loss and higher costs to resolve them. Our ECM Quality Assurance enables you to realize measurable improvements and will enable you to go live with confidence. Comprehensive testing of your site will also allow you to improve user adoption and satisfaction and will ensure successful long-term website deployment.

Service Description

> **Quality Assurance Requirements Analysis**

During this workshop, the Coban testing lead will meet with your business, IT, and infrastructure teams to get a better understanding of your site's requirements, use cases, architecture, and test environment details. We will analyze your specific challenges and needs, as you tackle the questions that arise in determining how to ensure that your end users have successful interactions with the site that meets their requirements. At the end of the workshop, you will have a high level assessment of what is required to test your site.

> **Test Development and Automation**

Based on the requirements analysis we will develop a comprehensive test plan and traceability matrix. Our team will develop all scripts for test cases that can be automated and will plan for the manual completion of all other test scenarios. The overall testing process, along with issue tracking and communication mechanisms will be implemented in order to prepare for the execution of all test scenarios.

> Issue Reporting and Management

Our testing resources will report and manage issues identified in every phase of testing based on our well defined methodology. Working closely with your team, we will perform daily issue triage and classification, while producing periodic summary and progress reports for review.

> Functional Testing Phases

Based on our established methodology we will execute several testing phases:

- Unit Testing;
- SOA Component Testing;
- User Interface Testing;
- Integration Testing;
- System Testing.

> Functional Testing Focus Areas

Our testing efforts will be focused on validating the following:

- Main Functionality;
- Error Conditions;
- Basic Usability;
- Recovery;
- Vulnerability;
- Security.

> Regression Testing

We will not allow new issues to be introduced while fixing previously identified issues. We will frequently run regression tests to ensure that we are continuously moving forward in the issue resolution process.

> Performance, Scalability, and Stability Testing (Optional)

Coban has a dedicated performance assurance practice. We don't just tell you that your site performs badly, we'll tell you why. We offer a full range of performance assurance offerings, covering all aspects of performance assurance planning, testing, and maintenance.

> User Acceptance Testing

We will help you set up and conduct end user acceptance testing, managing issues identified during this phase while ensuring that regression testing is being executed appropriately. Finally, last minute pre-production testing will be conducted in order to ensure a trouble-free site launch.

Those wishing additional emphasis on performance testing should see our [Performance Audit](#), [Readiness Evaluation](#), or [Continuous Performance Assurance](#) offerings.

Why Coban?

The Coban team shares a common vision: to bring together our extensive knowledge of ECM and business best practices and use it to take our clients' business further. We are problem solvers and we are committed. Strong alliances with clients and partners and a culture of integrity, accountability and individual empowerment. These are the things that will be obvious the moment you start working with us. At the end of the day, we're nothing if we don't deliver results. That's something that we keep on top of mind on every project for every client every day. Collectively, we have decades of experience solving complex business problems and delivering solutions to Fortune 1000 clients. We use this expertise to transform business by delivering results. And we do it well.