

Business cases "Outsourcing Modality"



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1. About the client

Retailer of American origin with world presence, number one in Mexico with a figure close to 2,500 stores located in 675 cities of that country. Also installed as a dominant operator in Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua, in the aforementioned countries active in the main cities, 28 distribution centers with more than 3,000 stores. In 2019, it obtained gains over 3% in its different operations. Appointed by specialized media as one of the most innovative companies in the industry, it already has the automation of its testing processes with RHISCOM ATN.



2. RHISCOM ATN

Company specialized in process automation of retail application testing applications, POS, SCO, Mobile, Web, Kiosk., With +50 customers and presence in 12 countries



3. Achievements

- Automatic certification of the POS application using all your devices, POS peripherals plus the PINpad.
- Reduction of time in obtaining the results by direct operation with its devices, peripherals of POS and PINpad.
- Increase in the availability of QA resources for the testing processes of the POS application.



4. ATN Regression Tests

We improve the quality of the POS application by increasing the reliability of the certification process of said POS application, through the automation of regression tests. This was done by supporting the ATN * tool to the point of sale project.



5. The solution

Currently our client uses the RHISCOM Testing Services, ATN POS Ataas Technology for the execution of regressive tests of the POS ARS NCR application.

With the execution, it ensures the quality of the POS software, before going to production. Executions of the plans are done in record time 50 seconds per CDP, on average. (depending on the complexity of the case).

We managed to have the result, analysis and centralized registry of evidence required by the QA validation processes and internal audit processes for the validation and verification of changes to the POS system.

6. Service mode

The service is delivered in the client's QA laboratory, in which an ATN is installed for each environment or business brand. We process each regression operated by QA RHISCOM personnel, who fully know the operation of ATN and throughout the use of the 3 brands' points of sale they also know the functionality of the POS application.

7. Participant team

RHISCOM Team	CLIENT Team
1 Project Manager Senior Engineer	1 Part time interlocutor
1 Project Manager Senior Engineer	1 Knowledgeable / user of the Customer application, for inquiries and verifications
2 Developers	
1 QA	
1 Functional analyst, installer	

8. Procedure

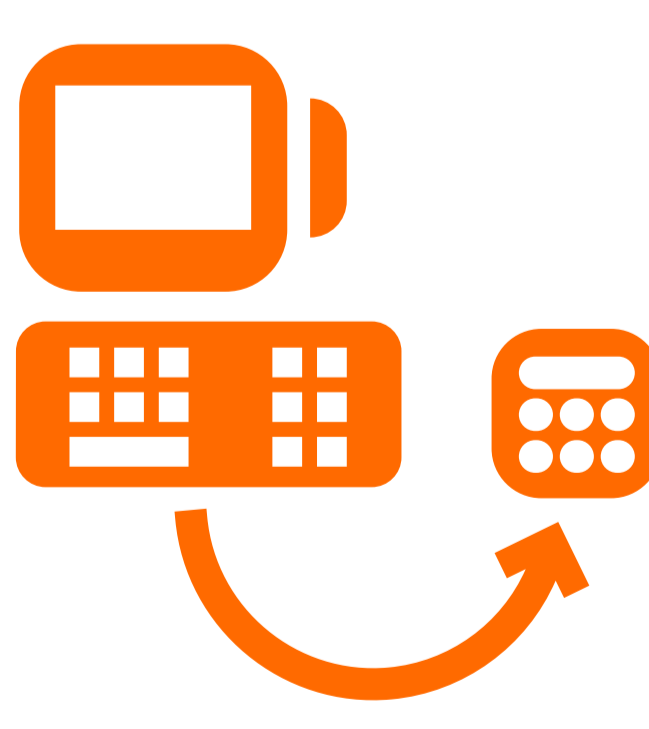
- For each regression requested by the client, the required test plans are executed. Initially, the QA in charge generates an analysis of each test case (with failure or blockage), then they are arranged for the client to validate and indicate the action to follow, if appropriate, flows of the test cases must be adapted according to the new or update of POS application functionalities for a particular version.
- Second cycle is executed with the version for which the regression was requested.
- Evidence of the regression of the version is delivered since Control would require registration.

+ 95% coverage of POS functionality



10. Sales channels used

Points of Sale, with your Pinpad.



11. Execution times of each plan



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