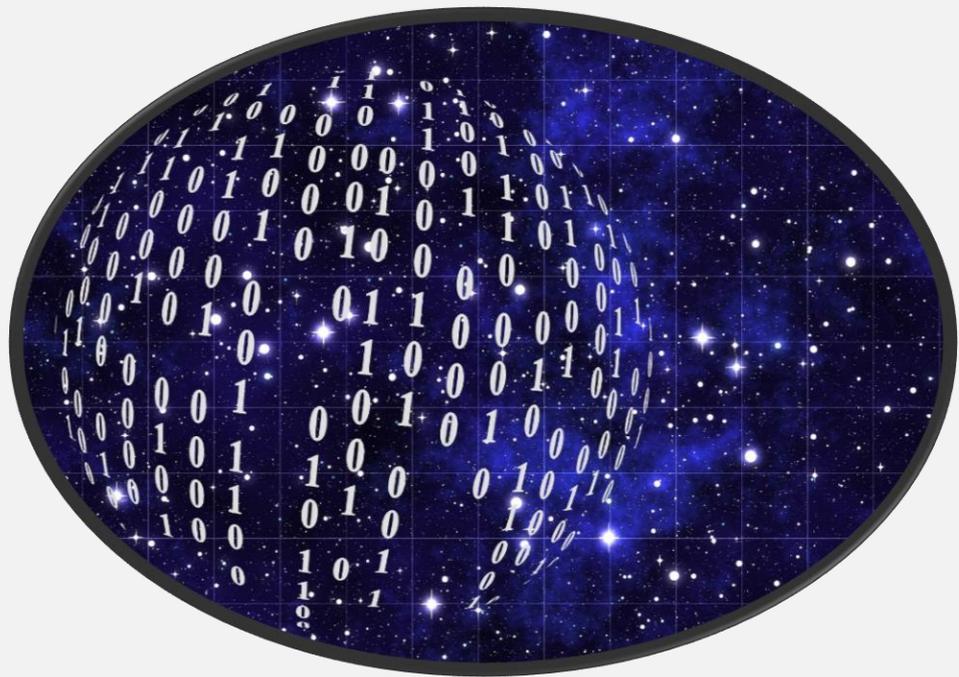


Navigating Through COVID-19 Challenge with Automation

*10 THINGS TO CONSIDER BEFORE CHOOSING THE
RIGHT AUTOMATION TOOL*



Whitepaper Co-authored by



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Leveraging Automation to Survive During Testing Times!

COVID-19 has hit the world hard, causing massive disruption and as we write, continues to spread rapidly across the globe. The pandemic is affecting hundreds of thousands of people and is a major calamity to human life. Almost every country has reported cases, but the burden is disproportionately disseminated.

No one can predict precisely the economic mutilation arising out of the current situation. Economists commonly agree that it will have severe negative impacts on the global economy.

All businesses – big, medium or small – are facing challenges to survive and [maintain their business continuity](#). Renegotiation or cancellation of contracts and delivering project/product commitments with remote resources working from their homes has resulted in a need to change operating and business models. Business leaders are looking for ways to arrest the downward spiral of demand and profitability of their businesses.

Using automation tools can come handy to adapt to the changed business situation due to COVID-19. There are many types of automation tools, for example, automation tools supporting the software development (DevOps), software for process automation (RPA), software for project services automation (PSA) or technology for test automation.

In this whitepaper, we will discuss PSA and Test Automation software tools.

PSA – Project Services Automation

[Project services automation software](#) is a software which seamlessly connects people, resources and project processes, with the help of technology, to ensure customer satisfaction and business profitability with improved project delivery.

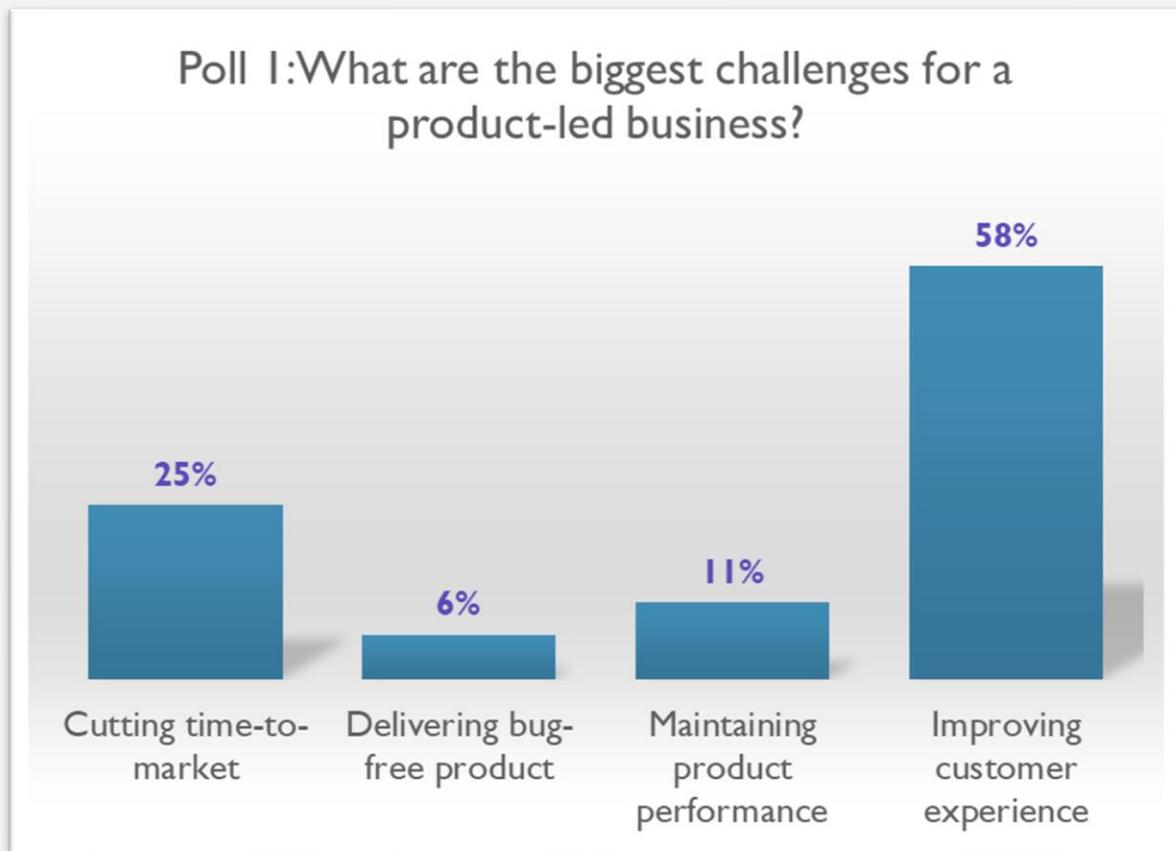
PSA software is focussed on automating project-based professional services enterprises. Whizible is an example of project services automation software. [Whizible](#) is all-in-one, integrated software for project services automation and project management.



Test Automation Software

Test automation software is used for automating software testing process during the development and maintenance stages. [AlgoShack](#) is an example of a test automation software. AlgoShack is driven by AI (artificial intelligence) and provides an end-to-end test automation solution.

Improving Customer Experience - a Key Challenge for Product-led Businesses



SOURCE – WHIZIBLE POLL ON LINKEDIN SEPTEMBER 2020

We surveyed on LinkedIn to understand the challenges faced by product-led businesses. The above graph displays the survey results, 58% of the respondents found “improving customer experience” most challenging.

If we analyze the factors that contribute to better customer experience, we realize that four factors go together in improving customer experience are

1. Right timing
2. Best quality
3. Best price and



4. Best support

In addition to these factors, achieving operational and financial excellence also helps product-led businesses serve their customers better.

COVID-19 Pandemic has Forced Businesses to Try New Operational Models

Every organization has had to reinvent their approaches to serve the end customers in these challenging times and develop a different ethos of delivery. Changing times calls for a change in practices too.

With the digitization surge, it is now vital to ensure that software applications deliver the functionalities to customers without issues, considering the evolving business needs and dynamic changes to the software.

Along with keeping software error-free, it has also become essential to reduce the testing time for software applications rapidly and ensure that any defects are resolved quickly so that customers have a seamless experience.

Faster time-to-market with no compromise on quality & reliability, at a lower cost, is the need of the hour for any business applications.

The challenges have increased many folds with non-availability of resources due to the lockdown. Traditional ways of manual testing are not able to cope with the current DevOps culture. This has created the need for automation software to help manage remotely handled projects and resources.

Needless to mention that along with the mighty challenge of dynamism, businesses continue to also face the typical testing challenges such as sufficient test coverage, inaccurate test cases, inability to test on multiple devices and browsers using the same tools, and poor data.

Time to market and speed is driving the need for automation of testing.

10 Things to Consider before Choosing the Right Test Automation Platform

Businesses are at the threshold of having to make decisions on the way forward in test automation. Whether to build it in-house or to look for a 3rd party platform to support the testing and test automation needs, has become a critical question to answer.

Building it in-house can come with its own challenges of time and costs, both of which are currently required to be kept to the minimum. While choosing a 3rd party testing tool may sound like entering uncharted waters, the choice allows organizations to increase their testing capacity without expensive internal hires.

Using the right automation tool is essential to delivering high-quality test automation. With technological advancements, test automation tools can now merge with relative ease into an



organization's existing development setup and help quickly run thousands of tests at very fast speed. When deciding on an in-house or 3rd party, organizations have to assess their current, pressing needs and also keep in mind the future strategy.

We have listed out essential points that have to be considered while selecting a 3rd party platform to help reduce product cycle time and carry out testing rapidly.

Here are the 10 things to consider

1. Ensure that the platform can support web applications, mobile apps, desktop applications, hybrid applications, chatbots and Robotic Process Automation apps. It should also extend the capability to test legacy applications as it consumes considerable efforts in terms of testing and test maintenance.
2. The platform should support UI testing, API testing and ETL testing. While UI changes occur rapidly owing to UX requirements, testing functionality using only the UI is not sufficient. So, testing at the API level is important. When it comes to predictive maintenance of devices, for example, testing the last mile using UI will be of limited value, and the platform should be able to help with ETL testing as well.
3. The platform should offer uniform test model and processes across different types of testing as it will make test maintenance, training, and adoption easier.
4. The platform should provide easier test authoring with the feature to have English-like test cases as it helps non-technical people interpret the test cases. This is another critical consideration. There are many platforms that only reduce the skill-requirement; however, they still require a lot of people who have to feed the platform with user story level details. Such tools will improve the situation a bit but will not support dramatic transformation. IDEs will enable automation engineers, but productivity improvement is abysmal.
5. The platforms should not monopolize and should work in a federated environment. Users should be able to integrate it with their organization's ALM, should be able to use their choice of the execution environment, should be able to connect to CI/CD environment, should still be able to generate reports in the formats that you have standardized on.
6. The platform must align with the current 5th generational test automation framework that leverages machine learning. It's not just about the technology for the sake of it, It must ultimately help with specific business goals. Look for platforms that help with regression suite optimization, execution time reduction, and that supports analysis of results.
7. The platform should help users to keep pace with the changes in the software application. Software being the business differentiator in the digital economy, goes through faster refreshes. Testing cannot be a bottleneck.
8. The platform should support test-driven development and behaviour driven development. This is where record and play-based tools fail.



9. The test automation platform must be easy to use for a domain user without much training and without needing much technical background. Business Analysts, Subject Matter Experts, Product Owners, Test Engineers and Automation Engineers should all be able to use. Bandwidth constraints must go away.
10. Last but not least, the platform must be competitively priced.

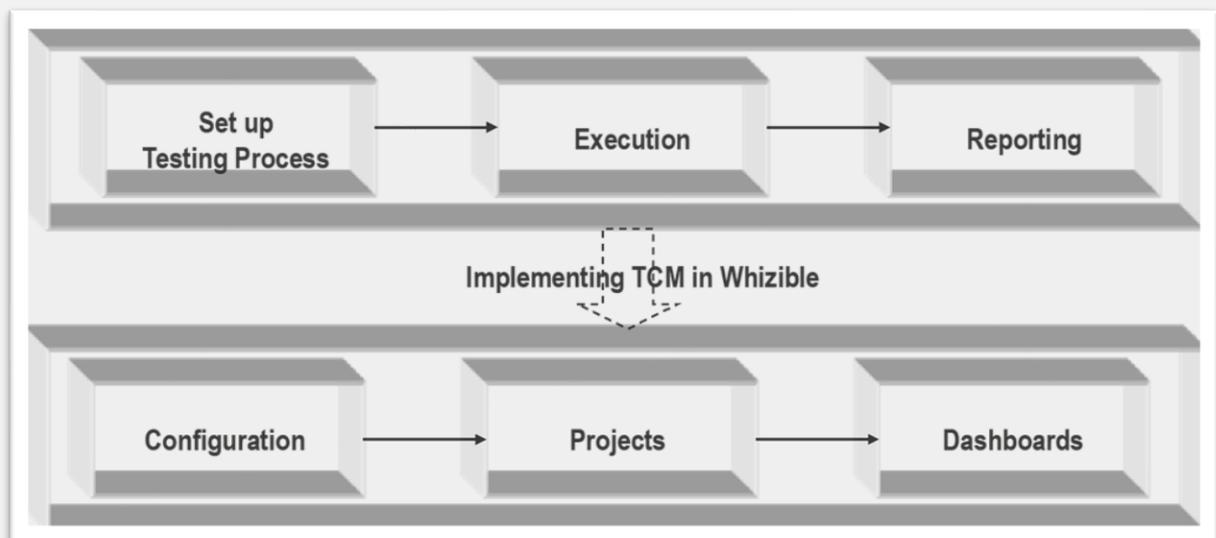
There were times when every company would have invested in an automation framework but struggled to productize and could never achieve appreciation in automation. In the past five years, there has been a lot of innovation in the space of testing and test automation.

Today, there are players including in the start-up ecosystem, that are focused on testing and test automation platforms leveraging cutting edge technologies.

It is time for businesses to embrace third-party platforms than having to build one so that they can achieve scaled test automation. It will allow organizations to focus on their core business and allow them to free up bandwidth and dollars at the same time. Collaboration and agility are the need of the hour!!

Implementing Test Automation along with PSA Software will Help Increase Resource Productivity and Profitability

[Whizible PSA](#), an integrated tool for managing software services and product development projects, offers a complete solution to maximize the benefits of using test automation software such as AlgoShack.



Complete Test Automation (TCM – Test Case Management) Via Whizible



Planning and monitoring the initial one time exercise to shift from manual test to automated is very important. It's the change which organization go through and need to be managed and controlled as a standard project.

PSA (like Whizible) not only supports this test automation activity but helps to analyze the efforts and time saved on these initiatives. It can also help in measuring profitability impact and ROI due to test automation for a software project or product

Whizible also helps to measure all key testing metrics related to project or product

You can request a free product demo with Whizible and AlgoShack experts to evaluate if these are the right automation tools for your business.

[Request Whizible Demo](#)

[Request AlgoShack Demo](#)

