BEYONDSOFT
beyond your expectations

G11N and L10N Testing Services for High Tech Company

G11N and L10N Testing Case Study

ABOUT CLIENT

Client is the world's largest domain name provider and web hosting company. They provide Small Business Online Services, Small Business Marketing Solutions, Domain Name Registration, Website Hosting, Web-based Tools to for Website Creation, Online Productivity Solutions, Website and Online Security Solutions.

THE CHALLENGES

Client offers variety of products/services to domestic customers/small business/companies worldwide. This is their first time to initiate globalization on their web contents and applications. Beyondsoft is honored to be the first vendor to fulfill this duty. While, we also faced big challenges in product G11N and L10N testing process:

• No sufficient products documentation to get clear design purpose

• Products were not designed for globalization and previous local versions were not fully localized, so many localizability and globalization bugs left over

• Too frequent changes on the site without any head up info

• Not mature localization process but with a very tight release schedule

• Bug permission, rules, resolution/workflow are quite different among projects

• Existing Test cases are not fully verified, and no test process tracking tools

• Resource limit but huge work load within tight schedule

• No mature existing Automation system for International team to reuse

• Network speed and stability limitation for VPN purpose

THE SOLUTION

• Setup Daily Sync up meeting between Team Lead and Client for better understanding of products

• Leverage internationalization experienced team members from other teams and leverage Company support for new members training for internationalization testing knowledge to help with quick ramp up

• Invite experts from client side to give Beyondsoft team a series of training. Beyondsoft summarizes and documents such knowledge to be used for any new members.

• Run globalization, localizability testing and find critical bugs to improve the products' Internationalization ability and user experiences

• Find experienced SDETs and created Framework in a short time, developed Automation test cases for most frequent change features; and developed an auto screenshot comparing tool to figure out changes on build to locate the test scope more specifically

• Work together with client FTE to setup testing process to improve efficiency

• Use OD model to meet short period resource requirement

• Setup exclusive Network to optimize the work environment

Quality Assurance

• Ramp up documentation and training course for new members to help better understanding about the product

• Internal feature owners double review before delivering

• Daily Sync up meeting with clients to keep consistent understanding on tasks

• Sent short time Onshore PM to work closely with clients to get better understanding about the company work model

THE RESULTS

Leveraging our 19 years G11N and L10N testing experience, and with Testing Automation technology, we have successfully help client to release their web contents and application timely into 16 languages and 40 markets within short period. Client received very positive feedbacks and won more users. We also defined an optimized process and valuable methodologies specific to client's need, which can be reused and followed in following release and any new requirements.