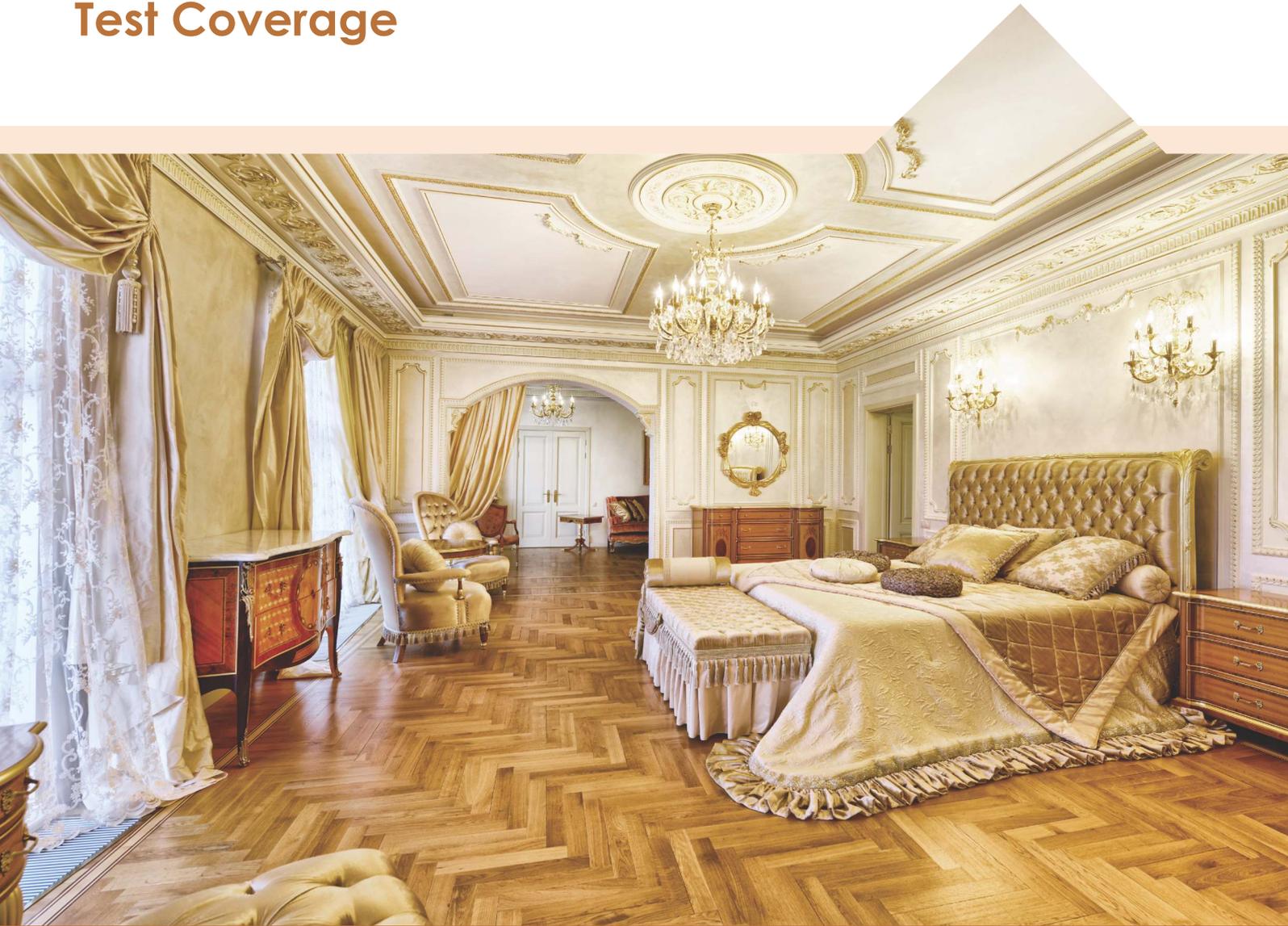


Test Automation of Micros Opera PMS and S & C Reduces Test Execution Cycles & Enhances Test Coverage



SITUATION

Existence of multiple business profiles in Micros Opera required the intervention of a skilled IT service vendor for better management of internal systems and to automate test solutions.

IMPACT

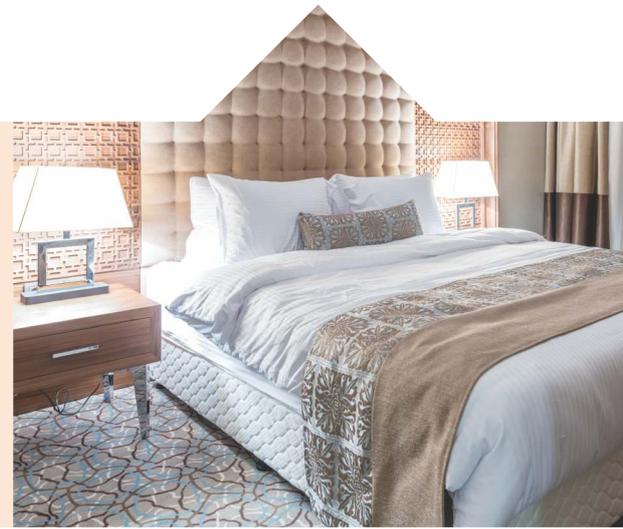
Support operations from Offshore Delivery Centers (ODCs), which operated in a manner similar to the customer's internal IT systems and architecture were likely to impact overall business performance.

RESOLUTION

ITC Infotech provided the necessary IT service support to the customer, conducting regular Micros Opera upgrades and building a robust automation framework. This resulted in shorter test execution cycles and enhanced test coverage.

The Customer

The customer is a global hotel management company with over 120 hotels in 42 countries and a distinctive portfolio of luxury and upscale hotels headquartered in Canada.



The Need

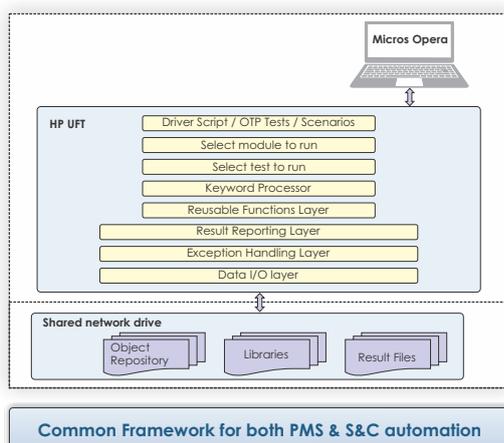
The customer, a leader in the global hospitality industry with a worldwide presence used the MICROS suite of products for managing its Property and Sales & Reservation systems. They used multiple Micros products—MICROS Opera Property Management System (PMS), MICROS OPERA Sales and Catering (S&C), and MICROS Opera Reservation System (ORS). Further, there were multiple custom applications built within the customer's internal systems to manage service delivery. The customer was looking for an IT service vendor to:

- Manage their BI-DWH, Financials product (Infor-Sun system), provide hospitality domain coverage and testing services (Functional, Regression and Automation)
- Engage from Offshore Delivery Centers (ODCs) that are operated in a manner very similar to the customer's internal IT systems and architecture
- Leverage the benefits in terms of resources and capabilities
- Provide expertise on the test solutions leading to improved time to market through automation of testing

The Solution

ITC Infotech provided the following support to the customer:

- Regular upgrades conducted on Micros Opera PMS v5.4, Micros Opera S&C v5.4 and Micros Opera ORS v5.4
- Over 1000+ reusable Test Case artifacts built for each of the products having upgrades on monthly/yearly releases
- Leverage of Regression Test Pack built for the upgrades and customizations having enhanced productivity by automation



ITC Infotech built the automation framework – a common framework for both PMS and S&C products. Initially the PMS system was automated by a combination of Keyword and Functional decomposition methodology (Hybrid Automation Framework). High-level scenarios and individual cases were handled using the Functional decomposition methodology. Keywords were used for performing actions, calling functions for setting the parent objects, setting the required modules and test cases to be executed and handle recovery scenarios. The same methodology was adopted for the Sales and Catering product. Both the PMS and S&C products were automated separately.

Business Benefits

- Shorter test execution cycles
- Reduction of testing effort by more than 5 times for major releases
- 94.5% test coverage achieved through automation for PMS and S&C

ITC Infotech's IT Solutions Practice for Hospitality Industry

ITC Infotech's Hospitality Practice delivers business aligned, software solutions and services to the hospitality industry. Our domain landscape encompasses hotels, casinos, clubs and recreational facilities, cruise liners, restaurants, event management companies, holiday planning portals and car rental companies. We also offer our services to independent software vendors who are specialists in the area of hospitality.

Our practice draws strength gained from 30 years of experience in the hospitality business belonging to our illustrious parent group ITC Ltd., our Hospitality Management Training Institute, and from an in-house pool of senior and middle management level hands-on business experts and consultants in hospitality who bring a practitioners understanding of the industry processes, challenges and needs.

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