Test Automation of Micros Opera PMS and S&C Facilitates Faster Time to Move the Release to the Production Environment
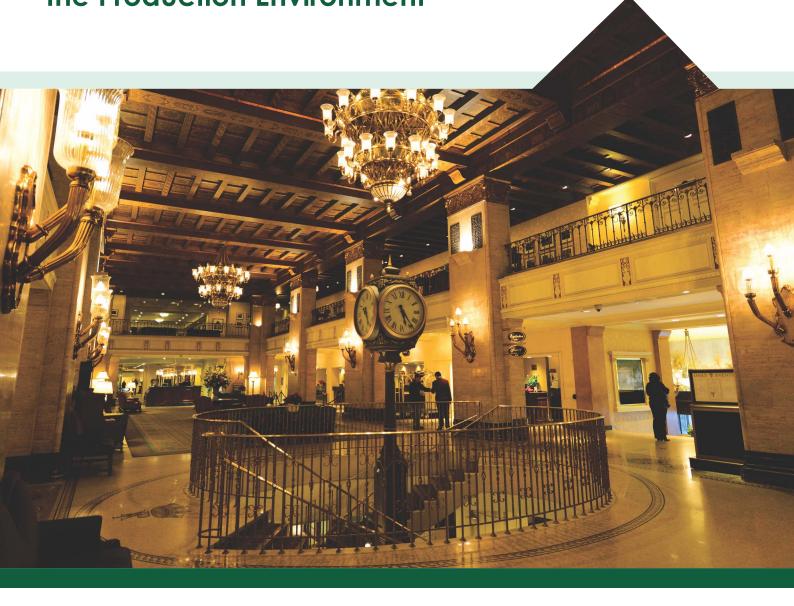

SITUATION

The customer used the Micros Opera suite of products for managing the day-to-day hotel business. Multiple patches and versions being released for Micros Opera PMS took longer to be applied to the production environment.

IMPACT

The Central Technology team had to set aside a lot of its time for the tests. Manual tests for 1000+ test cases took great effort and time for each new build.

RESOLUTION

ITC Infotech automated the critical tests for Opera PMS and Sales and Catering (S&C) modules, resulting 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.
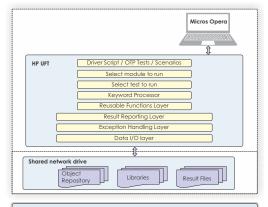
The Need

The customer used the Micros Opera suite of products viz. Micros Opera Property Management System (PMS), Micros Opera Sales and Catering (S&C) and other modules for managing the day-to-day hotel business. Micros Opera product upgrades were sent to the hotel on a regular monthly (minor release) and half yearly (major release) basis. Around 1000+ manual regression test cases were required to be executed to get the required confidence in a lab environment before moving to production when a newer version of PMS or S&C was released. To execute 1000+ test cases manually it took about 1-person month of effort for each new build.

The Solution

ITC Infotech provided the following support to the customer:

- Develop test automation scripts in HP-UFT (Formerly HP-QTP) for Micros Opera PMS and S&C as a foundation for regression testing

- Implement test automation suite covering each of the modules within Micros Opera PMS v5.4.x and S&C v5.4.x

- Implement Micros Opera PMS automation suite covering 1152 automation test cases from Profiles, Reservations, Front Desk, Rate Query, Rate Management, Cashiering, Accounts Receivable, Commissions and Miscellaneous modules

- Implement Micros Opera S&C automation suite covering 934 automation test cases from Accounts, Contacts, Activities, Scheduler, Detailed Calendar, Salesrep Dashboard, Potential, Inquiry, Business Block, Quick Business Block, Group Rooms Control, Leads, Events, Function Diary and Reports Data Extraction modules

After each test run an easily understandable Microsoft Excel test run report was automatically generated clearly indicating the test run status along with reasons for each failed test attached as a bitmap image. ITC Infotech developed the scripts using the HP Unified Functional Testing (UFT) Ver. 11.52 tool for 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

Common Framework for both PMS & S&C automation

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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