

CTG Strengthens Itineris' Testing Approach and Increases Client Satisfaction

Our Client

Founded in 2003, Itineris provides integrated business solutions fully focused on power, gas, and water distributors and retailers. Itineris utilizes its software solution UMAX, a leading Customer Information System (CIS), to manage utilities' complete meter-to-cash process, from quotation management up to invoicing and collection. UMAX offers utilities unique tools to optimize the profitability of their overall client portfolio. Recognized as a utilities specialist, Itineris also offers consultancy and other IT-related services to its customers.

Headquartered near Ghent, Itineris entered the North American market in 2012, building on a solid track record in Europe. In just a few years, Itineris established an impressive record of successful implementations at a large number of major international utility players, including GDF SUEZ, E.ON, the City of Baltimore, Gazprom, Eneco, De Watergroep, and Delta. The company has experienced continuous growth over the last 17 years and currently employs more than 350 utilities specialists, realizing a consolidated turnover of EUR 45 million.



IN THEIR WORDS...

"CTG helped us to set up an automated testing system and methodology, allowing us to improve our software quality and increase our time to market and release frequency. We were very satisfied with the proactive and customer-oriented approach of the CTG consultants that worked on the project."

— Kris Marlein, Global VP Business Execution, Itineris

Challenges and Objectives

De Watergroep is one of the largest utility customers of Itineris in Europe that runs UMAX with more than 3 million customers. After the successful implementation of UMAX and the standard ERP modules of Microsoft Dynamics365 for Finance and Operations (formerly known as Dynamics AX 2012), De Watergroep went live in 2015. Continuous improvements and the realization of new features created a sustainable long-term partnership with De Watergroep, in which quality is a key aspect.

Each year, multiple releases are delivered to the client to optimize the product and integrate the system with third parties. Itineris plays a central role in these projects, providing web services to other software providers to allow bi-directional data exchange. Itineris was challenged to deliver stable and reliable web services and manage the risk of regression issues.

CTG's Solution

In order to successfully deliver new functionality across multiple parties and to secure the quality of the existing functionality, CTG used a combined manual and automated testing approach. Itineris leveraged the knowledge and expertise of CTG to extend their automated test set. The integration projects were evaluated as ideal candidates for automation due to the limited user interface dependency. Therefore, CTG proposed automating functional test scripts and introduced continuous test builds to reduce the manual regression test effort after go-live.

By using ReadyAPI in combination with Jenkins, the test scripts delivered clear results where it became far more efficient for Itineris to solve issues proactively. Using this tooling and methodology not only decreased the amount of manual work, but also fundamentally increased the quality of the released code for business-critical processes at De Watergroep.

To ensure that new projects were successfully integrated with third parties, CTG also advised the use of a Requirement Traceability Matrix so possible functional gaps could be traced early in the development process. Test consultants used the Requirement Traceability Matrix while writing E2E test scripts, based on defined business processes. This, in effect, also increased the understanding of the business processes and improved the quality of the manual tests themselves.

In the future, this approach will be adopted for the core product of UMAX that is shared across all customers, and continuous/automated testing will be the key in delivering quality.

Results

- Maintainable and portable automation scripts
- Continuous testing in several environments
- Ability to identify regression before delivery to customer
- Stable system and working software
- More time for exploratory testing
- Higher requirement coverage
- Ability to identify integrated functional gaps before final phase of development
- Impact analysis
- Improved customer satisfaction and relationships



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