



How Fujitsu Project Team Has Made Productivity Strides with Zephyr

CASE STUDY

Fujitsu is a Japanese multinational information technology equipment and services company headquartered in Tokyo, Japan. It is the world's second largest IT services provider. Fujitsu makes computing products, but the company and its subsidiaries also offer a diversity of products and services in the areas of personal computing, telecommunications and advanced microelectronics. Fujitsu has approximately 172,000 employees and its products and services are available in over 70 countries.

Today I had the opportunity to speak with Jitendra Degapudi, Senior QA Lead, Fujitsu Consulting to discuss test management and how his project team has made productivity strides with Zephyr.



Zephyr Enterprise



Q: Can you tell us about the types of software you test?

We provide IT consulting and integration services to businesses that help them realize true business value from their IT investments. We work on massive and complex projects with lots of various stakeholders that impact hundreds to thousands of individuals. We test and support over 200 applications for our clients; retail technology management, IT managed services, cloud solutions as well as application services from the biggest vendors like SAP, Oracle and Microsoft. The software we test is used by some of the world's largest banks, brokerages, retailers and healthcare companies.

Q: Prior to using Zephyr what challenges did you face?

Prior to Zephyr we were using a combination of JIRA, Excel and docs to manage testing. It was a problem from the beginning, but we were too busy to address it. After pushing through all of the confusion and workarounds, we decided to make a change. It was difficult to share requirements, testcases, bugs, attachments, etc., and information was stored in different locations so organizing and compiling data was painful. Our team was growing and we needed something better to standardize on.

Q: Upon using Zephyr what did you like most?

Most of Fujitsu uses HP Quality Center, so naturally we spoke with other business units and quickly learned about their frustrations with the product. It seemed like way too much to spend on something that didn't weigh favorably with our colleagues.

Zephyr was straightforward and while evaluating the product, our users picked it up quickly. As an IT services company that has to deal with major deployments for our clients, it was refreshing to use something that was so quick and easy to install.

The metrics and reporting saved us quite a bit of admin work in compiling reports and we experienced productivity gains from our day-to-day operations. We have thousands of test cases that need to be run for every release, Zephyr makes it easy to separate and assign by build iterations and priority.

Zephyr saves us a significant amount of time since we can reuse testing assets. We also loved the support; the team was extremely knowledgeable and responsive.

Q: Could you please elaborate a little more on the reporting?

We had multiple reports saved in multiple files and formats, with the latest release of Zephyr we can consolidate this into one report, and that was big for us. Previously we had to export all three files to consolidate it into one and it was a bit of a hassle.

We have more than 200 projects that total 100,000 testcases, so you can image the amount of data we

were managing manually. Now with Zephyr's metrics and dashboards the data is displayed in meaningful ways that allow us to take quick action. The reporting aspect is very important these days. With distributed groups executing testcases frantically to meet deadlines, Zephyr was dependable in getting up to the moment reports and status.

Q: What specifically were you looking for in a test management solution?

We use JIRA so we needed something that would integrate with it. Our overall goal was to link requirements, tests, and bugs so we could gain traceability over everything in one dashboard. We use Loadrunner for automation but that may change down the road. Essentially we needed a system that would mold to our current processes as well as have the flexibility to change as our processes and tool sets evolve over time.

The screenshot shows the Zephyr software interface. On the left is a sidebar with navigation links: CSE-TEST Test Department, Requirements, Test Repository, Test Planning, Test Execution, Defect Tracking, Reporting, Reports, Analytics, and Vortex. The main area is titled "EUROPA" and "Release 1.0". A tree view on the left shows "Release 1.0 > Regression Tests > API-Tests" with branches for "Regression Tests", "Sprint 1", "Sprint 2", and "Sprint 3". The "Regression Tests" branch is expanded, showing sub-folders for "API-Tests", "Calendar-Tests", "Content-Tests", "Email-Tests", and "Search-Tests". The "Sprint 1" branch is also expanded, showing "API-Tests" and "Calendar-Tests". The "Sprint 2" and "Sprint 3" branches are collapsed. To the right of the tree view is a table titled "Build: Environment:" with columns for "Test Case ID", "Name", "M/A", "Version", and "Assigned To". The table contains 225 rows, each representing a test case. The first row is highlighted in green. At the bottom of the interface, there is a URL bar with the address "https://cse-test.yourzephyr.com/lflex/html5/#" and a footer note "Showing 1 to 8 of 8".