

HOW A **QA** PARTNERSHIP SET **GIGACLEAR** UP FOR CONTINUED **SUCCESS**

INTRODUCTION



Gigaclear is a UK-based telecommunications company that specialises in providing ultrafast broadband services to rural communities. The company focuses on delivering full fibre broadband infrastructure to areas that are typically underserved by traditional internet service providers (ISPs) or where broadband speeds may be limited.

Gigaclear uses the Salesforce platform, which is a cloud-based system that helps businesses manage their sales, marketing, customer service, and other related operations. In 2020, when the business decided to transition to a new platform, it encountered hurdles that needed the support of an experienced partner.

A MIGRATION PROJECT RIDDLED WITH CHALLENGES

Gigaclear had decided to move from the legacy Salesforce application to the Salesforce lightning application (known as "new org"), but unfortunately, the project encountered several hurdles. This included completing the transition from the legacy system to the new system, identifying flaws within the current implementation, and optimising overall performance.

Gigaclear also encountered several capacity challenges during this time, and quickly needed to fill roles within teams without affecting the quality of ongoing work.

Gigaclear recognised that the project needed external support to continue, and engaged iTelasoftware's QA team in 2022 for expertise and guidance.

QA EXPERTISE ENSURES A SUCCESSFUL MIGRATION

iTelasoftware's QA team, which is highly experienced with the Salesforce platform, came onboard with two major challenges to solve:

Transforming classic application knowledge to the new org system and testing it

Finding suitable recruits & solutions to fill the gaps in Gigaclear's in-house team and quickly training them without affecting the current quality of work

To support the migration project, iTelasoftware's QA team prepared a plan of delivering knowledge sharing sessions to the new org teams. The session recordings were then stored in centralised locations to make it easy for new team members to find and utilise.

Striving through new application testing using industry best practices became another focal point for improvement. This involved writing end-to-end test plans of legacy system functions & sharing this knowledge on collaboration platforms; maintaining up-to-date test cases; and performing peer reviews to get the maximum output of the test case writing.

During the entire migration and testing process, iTelasoftware's team prioritised knowledge loss prevention, continuously recording all knowledge so that Gigaclear's teams can access it post-engagement.

And on the recruiting side, iTelasoftware took charge of the process, interviewing and assessing candidates to then present them to Gigaclear for the final interview. Once the recruitment was completed, iTelasoftware's QA team prepared a plan to train the new team members to carry out their day-to-day tasks without any impact, even after a person has resigned from the team.

A COLLABORATION THAT ENSURES CONTINUED SUCCESS

After engaging iTelasoftware, Gigaclear has successfully completed a previously stalled migration in just 9 months. iTelasoftware's collaboration with Gigaclear has resulted in improved systems and processes, setting Gigaclear up for continued success in the future.

The partnership has grown rapidly over the last two years, expanding from one team to 11 different teams that continue supporting Gigaclear, and working on 21 different QA projects. It remains committed to continuously striving to enhance money management for all.

By working with iTelasoftware's QA team, Gigaclear now has:

A massive and well-maintained repository of knowledge on how its new application works, with training and development materials easily accessible to anyone that needs them

A recording of best practice approaches and solutions to the challenges encountered in the migration project, so that future migrations can be achieved more smoothly

Implementation of best practices when it comes to testing, with up-to-date knowledge stored and maintained for future use.

Ongoing projects to identify current flaws and rectify bugs in classic applications, and improve the quality of the new system

SOLUTION PRESENTATION:

The collaboration between iTelasoftware and Gigaclear teams resulted in the best approach to address the challenges encountered during transforming a legacy system to a new org system and team members leaving the project and at the same time improving the quality of the processes, which is followed by GC iTelasoftware QA team.

Implementation in Detail

Transforming knowledge:

The legacy QA team from iTelasoftware In addition, Gigaclear other QA teams also follow the same methodology to overcome the issues when the team is resigning or transforming to different systems.

Implementing best practices:

Identifying current flaws and rectifying bugs in the classic application is an ongoing activity. The QA team performs regression testing with Netadmin and network integration teams to identify current flaws in the system and try to improve the quality of the current system.

In addition, the QA team maintains up-to-date test cases and performs peer reviews to get the maximum output of the test case writing.

Furthermore, when working with the new org system, the QA team recorded the knowledge sharing sessions specifically for the new org is another solution that we planned as a QA team to prevent knowledge losses in the future.

Gigaclear partnership with iTelasoftware in 2020, and it experienced rapid growth

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WANT TO **TAP** INTO **UNLIMITED** **QA EXPERTISE** TO **ACHIEVE** **SUCCESSFUL MIGRATION?**

iTelasoftware's QA teams have unparalleled testing expertise and are ISTQB-certified so that they can support you on your own migration journey from beginning to end.

If you want to know what's possible for your business,
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