

Testing Process Alignment to Ensure the Quality of New Customer Data

ORGANIZATION

XTIVIA's client is a global leader in the car rental industry, operating over 10,800 corporate and licensee locations across 145 countries, including North America, Europe, Latin America, Asia, Australia, Africa, the Middle East, and New Zealand. Renowned as the largest worldwide airport general-use car rental provider, the company manages more than 1,700 airport locations in the U.S. and over 1,300 internationally. Beyond car rental services, the client also owns a robust vehicle leasing and fleet management division, enhancing its footprint in the mobility industry.

CHALLENGE

The client sought to modernize its customer database by migrating to Salesforce for advanced account management capabilities while maintaining its legacy database for existing applications. The primary objectives included seamless data synchronization between Salesforce and the legacy system, maintaining data integrity, and eliminating duplicates to ensure operational continuity across both platforms.

Key challenges included:

- Transforming data from the existing database structure into Salesforce's architecture.
- Ensuring dual-system data consistency and availability.
- Maintaining data integrity and avoiding duplicate records.
- Guaranteeing data accuracy across both systems.

TECHNICAL SOLUTION

XTIVIA delivered a cutting-edge technical solution, focusing on flawless data migration and process optimization to achieve the client's objectives. Below are the highlights of the implemented solution:

- **Collaborative Knowledge Sharing:** Conducted interactive brainstorming and knowledge transfer workshops to align team understanding and expertise.
- **Comprehensive Test Planning:** Developed a detailed test plan outlining significant milestones and prioritizing high-impact scenarios. The scope included rigorous validation criteria to ensure flawless execution.
- **Transparent Progress Monitoring:** Utilized a Kanban dashboard to provide real-time visibility into test progress for all stakeholders.
- **Continuous Stakeholder Engagement:** Shared regular status updates and scheduled daily defect triage meetings to prioritize and resolve issues efficiently.
- **Precision Data Testing:** Curated relevant test datasets to validate migration accuracy and ensure zero data loss. Data was meticulously reconciled between old and new systems to maintain continuity.
- **End-to-End Scenario Validation:** Verified all business-critical scenarios, including boundary values, data extractions, transformations, business rules, and large data sets, to ensure robust performance.

- **Global Team Collaboration:** Deployed an offshore-onshore model with two synchronized testing teams to ensure continuous testing and timely delivery.
- **Defect Resolution Excellence:** Hosted defect triage calls and shared meeting minutes with actionable follow-ups, ensuring swift issue resolution within SLA timelines.
- **Adherence to Timelines:** Maintained rigorous adherence to timelines, ensuring all deliverables were on schedule.

BUSINESS RESULT

The comprehensive solution delivered significant business benefits:

1. **Seamless Transition:** Successfully launched the Salesforce system within the planned timelines while ensuring uninterrupted legacy system operations without requiring code changes.
2. **Operational Excellence:** Achieved zero critical production issues, minimizing rework costs and ensuring a smooth user experience.
3. **Data Integrity and Accuracy:** Ensured high-quality data synchronization, fostering trust in the new system among stakeholders.
4. **Enhanced Visibility and Collaboration:** Leveraged transparent reporting and collaborative practices to align teams and stakeholders, ensuring project success.

XTIVIA's innovative approach and rigorous testing processes enabled the client to achieve a flawless Salesforce integration while preserving legacy system functionality. This success underscores XTIVIA's commitment to delivering tailored, high-impact solutions that empower businesses to thrive in a competitive landscape.

KEYWORDS

MuleSoft, JSON, XML, COBOL Copybook, Azure, AWS, Bluemix, B2B, Secured Microservices, Splunk, QA, Quality Analysis, Quality Assurance, Anypoint Platform, Anypoint MQ, JMS

SOFTWARE

Mule 3.8 version, AnyPoint Platform 6.5.0, CloudHub, AnyPoint Studio, Maven, GitHub, AWS, AnyPoint MQ, JMS

HARDWARE/PLATFORM

Amazon Web Services, Azure, Salesforce, IBM Bluemix

ABOUT XTIVIA

At XTIVIA, we've been providing IT solutions and consulting services for over 30 years with a wide range of services, including technology assessments, IT service and asset management, software development, data analytics, cloud migration, DevSecOps, ERP, and enterprise content management. Dedicated to each discipline, ensuring that our clients receive the best possible service. Through strategic acquisitions, we've acquired talented people who are experts in their industries, passionate about what they do, and committed to providing exceptional service to our clients. Whether you need to improve your IT infrastructure or implement new software solutions, XTIVIA is here to help you achieve your business goals. XTIVIA has offices in Colorado, New York, New Jersey, Texas, Virginia, and India. www.xtivia.com