

CASE STUDY

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TELSTRA BOOSTS SALESFORCE TEST AUTOMATION WITH INFLECTRA

THE COMPANY

Company: **Telstra International**

Industry: **Telecommunications**

Locations: **NA, Europe, and APAC**

Team size: **20 automation testers**

Projects: **10**

THE OBJECTIVE

The company's goals included expanding the automation scope, enabling non-technical team members to actively participate in automation, and significantly accelerating the test execution process.

THE CHALLENGE

Telstra International faced growing demands for an advanced test automation for its Salesforce platform. The strict security standards required full security review and approval of any automation solution, adding complexity to the tool selection process.

TOOLS USED PRIOR

- **Selenium**
- **Gauge + Taikoo**

Although these tools supported basic automation tasks, they proved insufficient for automating complex applications like Salesforce.

THE INFLECTRA SOLUTION

SpiraTest and Rapise were deployed to build a comprehensive and reliable regression test suite for Salesforce. Rapise's flexibility enabled Telstra to automate repetitive and complex tasks within their environment, such as regression and daily sanity testing. The team also utilized SpiraTest to effectively manage and document their testing processes, ensuring that all tests were thoroughly planned, executed, and tracked for efficiency and accountability.

RESULTS & BENEFITS

The implementation of Inflectra's solutions yielded significant results for Telstra:

- **Test Coverage:** Test coverage improved by 80%, ensuring that a more comprehensive set of test cases could be executed across the Salesforce application.
- **Regression Testing:** A reusable regression suite allowed the team to execute full regression tests weekly, providing confidence that changes or updates to Salesforce would not introduce errors.
- **Automation Efficiency:** Reduced reliance on manual testing, boosted overall testing efficiency, reducing human error, and improving project agility.

WHY CHOOSE THE INFLECTRA TOOLS?

- Telstra International had previously experienced success with Inflectra's platforms on other projects
- Rapise, in particular, stood out for its extensive support for Salesforce automation
- The user-friendly interface of Inflectra's solutions allowed non-technical team members to get involved in automation tasks, aligning perfectly with Telstra's goal of democratizing automation within the organization.



FUTURE PLANS

Telstra plans to extend the use of Inflectra's tools, esp., Rapise, to automate downstream applications within their technology ecosystem. This strategic move will ensure that the company maintains robust test coverage across all critical systems, supporting their continued growth and innovation in the telecoms sector.

CUSTOMER TESTIMONIAL

“ We have found Rapise to be a great automation tool, enabling us to complete regression and daily sanity testing efficiently. In the future, we plan to update the Rapise scripts to include downstream systems ”

Nicholas B, Telstra International

SUPPORT SATISFACTION

Satisfaction Score: 8 out of 10

LIKELIHOOD TO RECOMMEND

Extremely likely: 10 out of 10

For more information on how Spira can benefit your organization, contact sales@inflectra.com



The Inflectra AWS Partnership

Inflectra's customers work in mission-critical and high-assurance industries, and consequently expect the highest levels of service. For this reason, Inflectra hosts all of its applications on the proven Amazon Web Services (AWS) global infrastructure. Inflectra offers its customers a trusted lifecycle management platform for delivering critical products and services on-time and with the highest quality. The partnership with AWS lets us focus on delivering application services, knowing that the infrastructure has world-class security, reliability and safety built-in.

In addition, the flexibility and agility of the AWS platform has let Inflectra expand and scale its business to meet and exceed customer requirements as their needs have grown. We have been able to add regions and services as our customers globally expanded.

Leica: How Inflectra and AWS Delivered Results

»» Solution

The deployment of Inflectra's SpiraPlan and SpiraTeam revolutionized Leica Biosystems' approach to managing medical device development projects, offering a unified platform for diverse project needs. Inflectra's integrated requirements management played a crucial role in keeping all stakeholders aligned

One of the key considerations was how to support a global team with highly performant, low-latency connectivity. Inflectra in partnership with AWS was able to deploy its SpiraPlan and SpiraTeam solutions into multiple AWS regions (Ireland, Frankfurt, Singapore, and Seoul) giving the customer the flexibility, performance and reliability they needed.

Inflectra made use of AWS EC2, EBS and AWS Lifecycle Manager to provide a robust and highly performant solution across these regions.

»» Results and ROI

Inflectra's platform enhanced collaboration across Leica Biosystems' teams in Germany, India, and China. It allowed different departments, from product design to marketing and IT, to effectively share requirements, feedback, and reviews. Finally, it centralized management of requirements, incidents, and tests, improving overall productivity.



Features

Reliability & Privacy

Our customers care about data privacy and service reliability above all else. Inflectra has designed its SaaS platform using the flexibility of AWS to have six discrete privacy regions that ensure data sovereignty and privacy requirements are always met. Currently we are able to host data for customers in the USA, Canada, Europe, India, Australia, and Singapore. Each region offers multiple availability zones and both a primary and disaster recovery region

AI-Enabled Traceability

Our customers need to be able have complete traceability from their business requirements to all of the software development and testing assets managed within the Inflectra platform. We leverage the power of AWS CodeBuild and DeviceFarm to provide an integrated DevOps solution dashboard in a 'single pane of glass'. Embracing the power of GenerativeAI, our platform includes an innovating AI assistant using AWS Bedrock that lets customers generate tests, tasks, code and risks from their business requirements and user stories.

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