

Major UK Airport Ensures On-Time Flight Operations Using the Inflectra Platform

SpiraTeam has been used as the central platform for managing quality and testing throughout all airport operations to ensure safe and smooth operations

Industry

Airports (Transportation & Logistics)

Objective

Test and validate all airport systems to ensure that all new systems, changes and updates are tested and fit for purpose.

Approach

Looked for a solution that could standardize their test management and be easy to use by business users, including ticketing agents, baggage handlers, restaurant and retail staff.

Business Outcomes

- Plan and track testing of requirements proactively rather than reacting to system updates or change events
- Real-time dashboards and metrics replaced complex and time-consuming manual report creation/dissemination
- Ability to bring different stakeholders into the same platform for the first time

Technology Outcomes

- Replaced spreadsheets, documents and other islands of data with a single easy to use solution.
- Cloud-based solution hosted in the EU enables compliance with data privacy



"SpiraTeam has been a game changer for our organization. Its unique deployment and concurrent license model has allowed us to deploy the system enterprise-wide for both hardware and software testing across all our operations."

– Test and QA Lead, Major UK Airport

Standardizing requirements and quality across a large enterprise with diverse testing needs.

The customer was using a traditional methodology with requirements written upfront in large monolithic MS-Word documents with test cases written in Excel. Reporting was done using an in-house complex system that was taking an increasing amount of time to maintain and enhance. Adopting SpiraTeam replaced all of these manual processes with a real-time requirements, test and defect management platform that provides instant visibility into the status of all systems.



Background

The customer is a major UK international airport serving a large metropolitan region, designed to handle high volumes of passenger traffic across both domestic and international routes.

Handling over 43 million passengers a year, and over 260,000 plane movements a year, with a single runway, operational efficiency is a key requirement.

In addition to air operations, the customer is also responsible for managing security, parking, retail operations, and public transportation connections to the surrounding areas.

Challenge

With only a single runway and the requirement to handle a plane movement every 60 seconds, all systems in the airport need to run seamlessly 24/7. For example, a delay in parking or check-in of baggage could result in a plane's takeoff being delayed, causing downstream schedule issues and/or compensation to customers.

Therefore it is imperative that every system in the airport is thoroughly tested and verified by the end users prior to any new installation, change or update.

Using Ad-Hoc Methods

Prior to implementing SpiraTeam, the customer was using a combination of ad-hoc methods including Microsoft Word documents and Excel spreadsheets. This made it hard to track the lineage of defects to the source requirements.

The impetus for change was the need to deploy a new parking information management system across the airport. This large IT project cut across multiple areas of the airport, making it imperative to coordinate between many different teams, both onshore and offshore. The old system was not capable of supporting such a large project.

Solution

The customer chose SpiraTeam to replace all of their previous manual methods and tools. One of the key factors was the ease of use for the end users, as well as the customizable reporting and dashboards available. The management were used to receiving specific reports and metrics and the customer needed to be able to replicate these reports in SpiraTeam.

In addition, SpiraTeam came with migration wizards for Word and Excel that streamlined migration and adoption by the teams.

Solution at a Glance

Products Used:

- SpiraTeam
- Data Synchronization

Features Used:

- Requirements Management
- Release Management
- Defect Tracking
- Custom Reporting
- Test Management
- Program Management
- Document Management
- Risk Management
- Data Synchronization
- Time & Resource Tracking

Scale of Implementation:

- ~ 100 projects
- ~ 450 named users
- ~ 12 programs



Comprehensive Solution

Specifically, they were able to solve their key business challenges with SpiraTeam:

- Traceability of the Requirements to tests and defects
- Reusability of the Test Cases
- A Standard Global Reporting and Processes for Requirements, Testing and Bug Management
- Impact Analysis
- Coverage Analysis
- Bug Fixing
- Real-time reporting and dashboards to stakeholders

Benefits

The adoption of SpiraTeam standardized and improved the testing processes, with every project team able to store their information into a standard system. In addition, SpiraTeam provides the customer with an “on-demand” view of their global testing activities, including the fixing of bugs and defects.

The use of SpiraTeam eliminated the previous manual efforts and allows proactive planning and tracking of testing and validation activities for the first time.

Future Improvements

As part of the customer’s commitment to continual improvement, they have been using additional features of SpiraTeam since their original deployment, including risk management, time tracking and agile planning boards.

After the success of the original project, SpiraTeam has become the customer’s in-house standard platform for managing all testing, quality and validation activities at the airport.

Unique Business Model

According to the customer:

“Unlike other tools on the market, Inflectra’s platform uses concurrent licenses. This supports our unique process where we need to have real end-users across the airport conduct testing of our systems, rather than relying on a small dedicated testing team.

Without concurrent user licenses, this would be very difficult. We appreciate Inflectra’s customer-first culture and unique business model.”

Learn more at:

www.inflectra.com