Re-writing the script for Pluxee during testing times

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MEETING THE NEEDS OF A RESOURCE-HEAVY PROJECT

When world-leading employee benefits and engagement solutions company Pluxee, found itself in need of further resources to test the functionality of a new Government-related voucher scheme, it recognised the need to bring in third-party expertise to ensure it delivered a robust working product within a tight deadline.

The new 'Crown Commercial Services' voucher scheme framework required rigorous systems testing. This is a scheme that enables customers to easily access and exchange government-issued vouchers for equivalent tokens redeemable with various retailers. Typically, Pluxee would have handled such tasks in-house, but the magnitude of scaling up to meet the demand within the constrained time period, meant they needed additional help.

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Antonia Haines, delivery manager at Pluxee, says: **"It was a resource-heavy project that had to be built from scratch, which required lots of work. The issue we had was all about resources. The timescales were challenging, and we did not have the team available.**

We needed to get the product right and so we had to bring in the required expertise to help. PMC were able to quickly target manual scripting to cover all areas in scope in a way that they could be followed and understood by all business users." The outcome was the successful completion of the testing programme enabling the on-time go-live of the new voucher scheme.

Expertise to streamline the testing process

Pluxee subsequently reached out to PMC to write scripts to test the functionality of another product. These scripts covered all potential user journeys within the solution. Antonia explains, **"as the user goes through the site, all potential steps have to stack up including negative scenarios where people press the wrong keys."**

In addition to deploying the PMC scripting, Pluxee was able to tap into PMC's wider knowledge and experience to better understand and ensure the product's stability. This was achieved through PMC's exploratory and functional test execution phases and a comprehensive analysis of user behaviour.

Haines says having PMC expertise was incredibly welcome. Prior to that, she had to personally plan, record, manage the faults and handle the testing.

"It was so much easier to give this to the skilled people in PMC to write the script code and load it onto our tracking system which puts it into the required Jira format. This has really streamlined the process." she says.

"It means that we are able to create organised libraries of test scripts and produce appropriate test plans to track test execution progress by test cycle level, whereby multiple cycles can exist in one test plan."

A further complication handled by PMC involved a system change in the latter part of the engagement, needing scripts to be swiftly rewritten before testing could commence. Throughout these tasks, Haines found she was able to tap into the company's extensive industry knowledge.

"When you don't have the expertise internally it's of great value to be able to get PMC to translate things for you. We've often given them very little information to go on, but they've been very adaptable, providing good recommendations, and they have been very good with reporting back to us. Their communications keep us well-informed and in touch with what's happening," says Haines.

Finding efficiencies and improving the user experience

PMC's approach meant Pluxee was confident to extend the PMC brief to undertake exploratory investigation of the user experience before moving onto formal testing procedures. **"It was not about finding bugs, but just taking a look, having a play around with it, and providing feedback. It was a kind of light-touch viability role prior to the start of the testing programme,"** she explains.

The script writing task itself has also been extended to include the building of a regression pack, comprising a package of scripts that can be used for future testing when changes are made to the solution. Running these scripts ensures that new functionality does not break any core functions of the solution.

Based on PMC's contribution to the project, Haines says they would have engaged with the company sooner had she known the positive impact it would deliver. **"It was less efficient doing all the testing ourselves. PMC has helped enhance our experience and enabled us to do things in a more streamlined way. It's certainly been much more focused with PMC involved and helped us avoid the juggling of tasks, which was very difficult."**

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