Case Study: In Demand – Systems Migration

Summary

We provided a team of QA professionals that helped iN DEMAND re-tool their application suite to meet challenges in entertainment industry that have resulted from recent technological advances, changes in business models and changes in business relationships.

iN Demand

iN DEMAND Network is the pioneer and world leader in providing exciting entertainment delivered through television's most innovative technologies. iN DEMAND creates and delivers programming through three distinct areas of business: Pay-Per-View (PPV), Video-On-Demand (VOD) and high definition (HD) programming.

Background

In Demand receives entertainment content like movies, TV programs (post broadcast), and events from studios, event managers and other content providers. This content is made available to cable companies for delivering to their viewers as pay per view content. When a cable customer orders content, ordering information is sent to iN Demand and raises invoice to cable company as per agreed terms.   Once payment is received from Cable Company, royalty payment is made to content provider. Thousands of combinations of business rules govern how customers are billed and how suppliers are paid. Existing system is built with very old technology and is not able to handle changes required by the business. iN DEMAND's technology team embarked on reengineering their application infrastructure and chose JeanMartin as their partner to assist them with Quality Assurance.

Solution

iN Demand chose to develop their systems in modules and incrementally. Jean Martin's team had the responsibility of helping iN DEMAND's development team build new systems quickly, reliably and one rule at a time. Our QA team had to check compare input data, output data for each business rule, detect discrepancies and go beyond traditional QA role by making suggestions on how to

resolve defects. They had to check several files and databases – MySql, MS SQL Server and review code from old Fox Pro system as well as new J2EE application, document. JM's QA team quickly mastered white box testing needed, created a well defined process to help implement each of thousands of business rules. JM's QA team put in over 4000 hours and became proud partner in successful implementation several component applications for iN DEMAND's application suite.

Challenges

1. Large set of complex business rules

2. Data intensive

3. Completely manual testing

4. White box testing

5. Multiple technology platforms

6. Support ongoing development with corrective inputs

Benefits

Customer was able to successfully deploy new systems and incorporate changes required by newer business models and relationship in a timely manner. JeanMartin team developed a large number of test scripts that can be used by future testers for regression testing. Some of these scripts can also be automated to reduce the amount of effort and time required.