



QA Testing Services: Hospitality Cloud Platform SaaS Sales & Marketing Product Suite

About the client

The client is a global technology and data management company serving the hospitality industry to power and support marketing, sales and events. Their CRM and Marketing SaaS solutions service over 30,000 Premier Hotels in over 143 counties, have over 200 million profiles and over \$750 million in annual bookings.

delaplex has been a primary technology partner with the client for multiple products over six years.

Client need

Systemic QA testing to ensure product excellence, including UI/UX testing, system regression testing, data calculation testing, mobile testing, customer campaign delivery validation, and 3rd party compliance testing. Implement automation with current manual testing to improve productivity and accuracy.

Project challenges

Tracking multiple complex services, data collections, and report processes used to calculate individual customer stay revenue & allocate points. Designing a new QA plan integrated with project management tools and a custom test automation hybrid framework to improve full regression testing time.

The delaplex solution

delaplex has delivered broader test coverage and better test quality by introducing agile processes that streamline manual, automation, database and API testing techniques. Test scripts for multiple browsers are performed using Selenium WebDriver and SQL queries for validating backend data are executed. Every sprint cycle now includes Smoke Testing, Functional Testing, Retesting, Regression Testing and DB Testing, which results in better reporting and collaboration among global teams.

“ I am very pleased... ”

“I have worked with the delaPlex QA team for several years now, and I am very pleased. They continually meet target deadlines, are flexible and accommodating, and I trust them to deliver quality results. delaPlex keeps up-to-date with the latest technologies, are great at communication, and very good and quick at training and onboarding new resources when needed.”

Kokila Suresh
Director Of Quality Assurance at Cendyn

How we did it

delaPlex implemented agile processes to increase of QA performance and provide an overall reduction in testing costs.

- **Manual Testing**
Smoke Testing | Functional Testing
Compatibility Testing | Regression Testing
Cross Browser Testing | Ad hoc Testing
- **Automated Testing**
Visual Studio – | Selenium WebDriver – 3.141.0
JUnit – 3.12.0 | Extent Reports – 3.1.3
AutoIt – 3.3.14.5 | Excel Data Reader – 3.6.0
- **API Testing**
Swagger | Katalon Studio - 7.5.5
- **Database Testing**
MS SQL Server – 2016
- **Mobile Testing**
SmartBear CrossBrowser | Lambda Test

Core stack



delaPlex is a global software development and business solutions provider helping companies drive growth, revenue and marketplace value. Our innovative business methodology has built an unmatched reputation of bringing an alliance of collaborative industry experts, across industries and skillsets, to clients anywhere around the world.



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