

Join the Revolution with Original Software

A Positioning of Original Software and HP AQM Solutions



An Original Insight



Original Software

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“Original Software has broken the mould in application quality. Not only do we drive down the cost and time of each project, but our dynamic solution empowers all stakeholders to be more effective, delivering a proven ROI in months and a lower TCO for customers.”

Colin Armitage
CEO, Original Software

The Evolution of Application Quality

Today's business applications are increasingly complex and are critical in providing competitive advantage to organisations. Since the cost of failure can be measured in real revenue loss, business leaders must have adequate resources focused on application quality and risk reduction, while at the same time look to lower the costs of development and to shorten delivery timescales.

With more complexity in IT projects and a need to respond faster to changing markets, development teams have had to adapt the way they work. The art of ensuring application quality or testing, has also had to evolve, from simple record-replay tools to solutions that understood the application under test.

The historic market leading solutions used to manage application quality have just not met these new market requirements. But why is this so? Traditional application quality systems, such as HP, originated in a world that moved at a much slower pace, where Waterfall developments were the only game in town and no-one attempted to tackle fast moving, mission-critical applications – they knew that the technology simply couldn't keep up.

Today as development methodologies continue to evolve, we now have the Agile revolution changing the development world and the way the testing profession operates.

A recent survey, carried out by Original Software, into the views of Application Development Managers and IT Executives revealed that the need for business agility is driving the growth in spend for Application Quality Management (AQM) solutions. However, the same study also uncovered an incredible discontent with the solutions available in the market place, with 84% of respondents claiming that they are not meeting their needs.

This 'Original Insight' has been produced by Original Software to explain some of the reasons for the current market discontent and give customers a comparison between HP, the historical market leader in the application quality market, and Original Software, a visionary solution provider focused on the goal of effective quality management.

If you are reading this paper, you are probably in the process of deciding which vendor to choose to assist you with your organisation's application quality strategy. Or you may actually be struggling with an incumbent legacy product. Either way, we hope that it gives you some refreshing information that you may not have necessarily considered up until now.

“With more complexity in IT projects and a need to respond faster to changing markets, development teams have had to adapt the way they work. The solutions they are using are just not meeting these new requirements.”

Original Software versus HP

HP's entry into the Application Quality Management market came only four years ago with their acquisition of Mercury Interactive Corp. in 2006. Back then HP had high aspirations as it was the largest software acquisition in its history and formed part of their Business Technology Optimization (BTO) strategy.

Original Software on the other hand began its journey as an application quality vendor 13 years ago. As an independent software vendor, it has been offering a solution that is focused completely on the goal of effective quality management since 1997. We are uniquely positioned to address all of application quality needs because that is our speciality and only focus. We live and breath application quality!

The Gartner Group* states: "Traditional focus in the application quality management market has been for specific testing activities (for example, load/stress and functional/regression). The market is shifting as organisations seek greater business value and agility. This involves business analysts more directly in overall quality efforts, along with a shift in focus from finding defects to validation, to ensuring business objectives are being met."

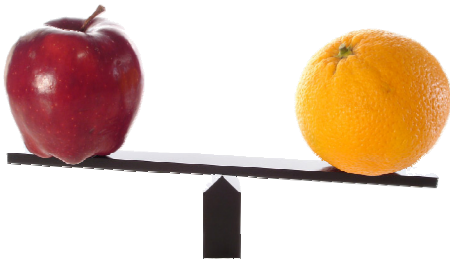
Original Software agrees with this view and believes that it is imperative to ensure that all people involved in the development process are aware of the business objectives and do not operate in their own separate silos.

To date, tools offered by a vendor such as HP, have reinforced rather than broken down the potential and dangerous isolation of QA teams. They have taken a narrow view of QA with a focus on folders, requirements, tasks and defects when what is needed is a solution that can embrace QA across the project disciplines and integrate into essential infrastructure tools.

In addition, the cost of ownership for HP's tools has been increasing both with increased charges made by HP and by the high script maintenance costs associated with the tool set.

Original Software on the other hand, provides the ability to unite all aspects of the software quality lifecycle. We help manage the requirements, design, build, test planning and control, test execution, test environment and deployment from one central point that gives everyone involved a unifies view of project status. And it's not just QA that can benefit, the solution's ease of use means that business users and analysts can achieve equal or even greater gains.

* Gartner MarketScope for Application Quality Management Solutions - 27 March 2008



Not only are all stakeholders empowered, but the cost of ownership is lower when compared to HP. The table below illustrates the different stakeholders that Original Software and HP can work with. The spread is far greater with Original Software.

Stakeholders	Original Software	Hewlett Packard
QA Teams	✓	✓
Development	✓	✓
Lines of Business	✓	✗
Business Analysts	✓	✗
Project Managers	✓	✗
Operations	✓	✗

The depth and breadth of the solutions are also vastly different. Original Software prides itself on the holistic approach it takes to application quality. Quality is tackled at the visual layer, integration layer and database layer. Below is a comparison matrix that illustrates the focus areas of Original Software versus HP.

Focus Areas	Original Software	Hewlett Packard
Company focus on AQM only	✓	✗
Holistic view of application quality	✓	✗
Manual Testing	✓	✓ Only through Quality Center
Functional Automation	✓	✓
Test Data Management	✓	✗
Database Testing	✓	✗
Load & Stress Testing	Via partner	✓
SOA Testing	✓	✗

Read on to discover specific details on the product differences between the two companies.



“Qualify is very customisable and seemingly more so than the usual suspects. I really liked the fact that you could build your own view of the world and display in tabs.”

AppLabs Consultant

Application Quality Management (AQM)

This section of the paper will examine both company's offerings for AQM. Original Software has a complete AQM solution in Qualify and HP has Quality Center.

HP Quality Center is designed to address the wide-ranging challenges that quality assurance professions face by leveraging consistent, repeatable and standardised software quality processes.

Original Software's Qualify is a unique solution for Application Quality Management (AQM). It is one that unites all aspects of the software quality lifecycle from requirements through to deployment, providing an integrated approach to solving quality process and management challenges.

Qualify was developed from the ground up in 2008, after listening to market place needs and frustrations. Qualify is methodology agnostic and suitable for managing all software delivery projects, whether Agile or Waterfall or a combination of both. Defining your projects is straightforward and does not require any programming skills. The solution allows instant access to and a unified view of all IT projects from the desktop, web or any smart device.

But how does this compare to the 'old school' mentality of AQM? Specifically, how is Qualify different to Quality Center?

Versatility

Agile, Waterfall, Kanban – Choose your own adventure. Unlike Quality Center, users don't have to be straight-jacketed into a particular way of working. Users can select one of the pre-existing templates based on popular methodologies or build their own models quickly and easily. HP has been working on TMap (Sogeti's best practice test methodology) plug-ins. TMap was mapped into Qualify within 48hrs.

Configurability

Qualify is tailored to be a perfect fit for all business users and can be customised to exactly reflect business processes and needs. With fully configurable data definitions, there are limitless ways in which data can be viewed. Users can manage what data they want to view and have full control over how it is presented to them via their own unique dashboard.

“With Qualify, Original Software has handed power to their users, putting the customisation ability into the hands of the people actually using the solution.”

Shahe Altounian

Manager for Product Support
& Service, Psion



Usability (Code free)

No programming is required to use any of the features of Qualify or configure the application. Full workflow comes out of the box with simple drag and drop functionality. In Quality Center, workflow can only be achieved by programming in VB Script. By keeping Qualify completely code free, Original Software is removing the need for technical skills to use the solution.

Simplicity

Qualify has a very intuitive, clean and simple layout and design. A reviewer at partner, AppLabs, noted that: “Qualify is totally intuitive and it outperforms the others. I was particularly impressed by the cosmetic look and feel, which is very nice and appealing to work with, together with the usability and the product’s ease of learning. I think this would allow organisations to get up-to-speed VERY quickly.”

Flexibility

This differentiator is particularly relevant on an Enterprise level, where you have multiple teams, running multiple projects each with a different methodology. Test consultancy partners have been really impressed by this functionality. They saw huge value in having the ability to configure different test process methodologies for each of their customers, all in the one solution.

In Qualify, users need only be set up the once and can then be assigned to multiple projects. With HP Quality Center, users have to be set up over and over again for each project. All too often, although a team is assembled and ready to go, there is still a frustrating amount of work to do in setting up users, permissions and calendars etc.

Visibility (Finger on the pulse)

By providing a single point of reference for informed decision making, Qualify allows complete visibility into every aspect of the project at any given time. Milestones can be created to mark check-points and ensure that projects are running to schedule. Alerts and dashboards mean no missed deadlines or rushed processes.

Managers can look at staff resources across multiple projects. Graphical dashboards allow managers to choose the key metrics they want to monitor, with full drill down functionality for greater analysis and clarity. The planner feature gives a timeline view of activities and project status on a calendar, completely mapped with working days and holidays.



“By providing a single point of reference for informed decision making, Qualify allows complete visibility into every aspect of the project at any given time.”

Reporting and Accountability (Compliance)

Users no longer need to spend hours compiling reports that are already out of date before they are finished. The full reporting engine within Qualify is easy to use and produces cosmetically pleasing and comprehensive reports with multiple output formats including html and PDF.

Full historical records are available for every project, modification and test performed, allowing for complete audit trails, full versioning and rollback. Once a test is completed, users can attach the results to the test task, providing ready access to the diagnostic data and providing a full audit trail so that the depth of coverage can be rapidly understood. These results can be viewed at any time to assist in management reviews or as part of the audit / compliance process.

AQM Areas	Original Software	Hewlett Packard
Quick set up	✓	✗
Support for any methodology	✓	✗
Easy to use	✓	✗
Clean user interface	✓	✗
Requirements traceability	✓	✓
Smart device enabled	✓	✗
Collaboration	✓	✓
Cross project planning & views	✓	✗
ALM	✓	✓
Resource management & planning	✓	✗
Support for all major databases	✓	✗
User defined validation	✓	Via VB Scripting

“This approach has shown to cut up to half the time spent in manual software testing and provides a fast start to automation.”

From Dynamic Manual Testing to Automation

This section of the paper will examine the approach that both HP and Original Software take in their approach to both manual and automated functional testing.

Industry analysts state that the high water mark in automation success is when 20% of an application has been automated. This is the high water mark, mind you, not the average, which means that 80% of your testing efforts still have to be carried out manually. Whatever level of automation you hope to achieve, you still have to get there from a manual start. With manual testing representing such a significant share of testing effort, it can often be a bottleneck without a manual testing solution to help.

What is required is a solution that assists with documenting and capturing business knowledge and processes; can help analyse application performance; can perform quality checks; integrate with the database layer and be used by business users as well as testers.

TestDrive-Assist from Original Software is a dynamic manual testing solution that delivers practical and immediate benefit, enabling the transition from manual testing into automation quickly and easily. HP's Sprinter is a manual testing offering, but can only be used if you already have Quality Center and cannot enable automation like TestDrive-Assist can. So HP really can't help you with up to 80% of your testing!!

Increasing Test Coverage

Test automation has the potential to radically improve productivity and reduce the reliance on manual testing. QTP, from HP, is a traditional tool that has failed to have a real impact on automation due to its complexity and inability to deal with applications that change regularly. With the bulk of testing still carried out manually, it's not surprising that organisations using HP's QTP have low levels of test coverage and throughput. Using a solution that makes defect capture faster provides more time to increase the test coverage. In addition, the process captured from the manual test feeds automation and further increases coverage in shorter timescales.

TestDrive is Original Software's Automated Software Quality (ASQ) solution that addresses these limitations to achieve rapid automation. It is designed to test browser and legacy applications, as well as GUIs. TestDrive and TestDrive-Assist form a powerful solution to accelerate quality processes and increase test coverage.

Achieving Agile Automation

Many organisations struggle to test effectively in an Agile environment. The Original Software solution suite has been acclaimed by analysts as the best for testing Agile projects. It support the various Agile stakeholders and facilitate full collaboration. Ease of use enables the team to deliver automatic regression testing capabilities as part of each Agile 'sprint'.



Code-Free Quality

Original Software has observed the script maintenance and exclusivity problems caused by code-driven automation solutions, such as QTP and has built a solution suite that requires no programming skills. This empowers all users to define and execute their tests without the need to use any kind of code, freeing them from the automation specialist bottleneck. This just isn't possible with HP's automated testing tool. HP in a refreshing burst of honesty stated that unless you run a script a minimum of seven times, there will not be any payback from automation. That is one heck of a statement. Any part of an application that needs to be tested at least seven times, suggests an almost static application, not one that is a subject of active development efforts. This sort of automation is fine for regression tests, but will not make any impact on current QA bottlenecks.

Removal of Manual Testing Bottlenecks

TestDrive-Assist provides two key elements, offering practical and immediate benefit. Firstly, the results of tests are automatically documented in detail for defect diagnosis or re-use purposes, removing the tedium of manual screen prints. Secondly, it allows the transition from manual testing into automation by converting manual results into automated test scripts. This approach can cut up to half the time spent in manual software testing.

Minimal Script Maintenance

TestDrive incorporates a unique script technology, allowing users to run existing test scripts over new versions of the application. Any differences are detected and can be automatically incorporated in revised scripts for future use. Original Software calls this 'self healing'. Programmer-driven code maintenance is specific to HP's QTP which is a barrier to automating areas of fast changing, business critical apps.

“At our first attempt we were able to cut the amount of time spent on regression testing by 70%. This implies that, as we get slicker, this will come down even further.”

Jordan Daniel
QA Manager, Global Home Loans

UI Testing	Original Software	Hewlett Packard
Manual testing	✓	✓ Only through Quality Center
Suitable for Agile testing	✓	✗
Defect recreation docs for manual tests	✓	✗
Error annotation for manual tests	✓	✓
Code-free	✓	✗
Automated script maintenance	✓	✗
Support for Web, Java, client/server and iSeries	✓	Only via plug ins
Testing at the integration layer (SOA)	✓	✗



“Over the past 12 months, TestBench has conservatively saved Cargill Global Financial Solutions more than \$270,000.”

Chip Lee
Product Manager, Cargill GFS

Managing Test Data and Database Effects

The creation and manipulation of representative test data, as opposed to using a copy of the live database is a critical step in maturing a test process. Databases are key corporate assets and their accuracy must be verified as part of any application quality process.

TestBench is Original Software’s solution that uniquely addresses the validation of all database effects and the creation of cut down, representative test data to reduce test times and data footprints. Data confidentiality is addressed and the unique user-managed data roll-back capability reduces environment downtime, improving testing productivity and accuracy. None of the above functionality is supported by HP, other than the creation and scrambling of data, making Original Software’s solution a more robust and complete suite, supporting a holistic approach to application quality.

Verifying & Validating Application Data

The integrity of the database is critical in business applications, and it is also one of the hardest aspects to check. TestBench supports the database layer and uniquely tests the effects of test processes in the database, enabling end-to-end validation. TestBench provides in-depth and independent verification of the database showing developers and testers exactly what happened during a test.

Protect Your Test Data

Good test data is an asset and needs to be protected and managed. If it becomes corrupted, it impacts testing and may hide errors.

TestBench has unique checkpoint and rollback functionality that provides users with a database ‘undo’ ability, which returns the data to a prior state in a few moments so the error can be corrected and the test repeated.

Test Data	Original Software	Hewlett Packard
Automatic interpretation of database structures	✓	✗
Support for multiple data sources	✓	✗
Creation of representative test data	✓	✓
Scrambling of data to comply with privacy laws	✓	✓
Update test databases	✓	✗
Define checkpoints during testing lifecycle	✓	✗
Return database to defined checkpoints	✓	✗

Summary



Original Software and HP take a different approach to Application Quality Management. If you have or are prepared to acquire strong programming skills across your QA team then the HP products may be more appropriate although you will need to decide how to test the code created within the HP products. If however, you wish to empower every member of the software delivery team and are concerned by the potential workload associated with the maintenance of code-based scripts, then Original Software offers a vastly more appealing alternative.

If you are taking a holistic approach to your AQM strategy, then Original Software offers a range of capabilities that cannot be matched by HP or any other vendor.

Do you want to join the revolution? The choice is yours!



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