

ClicTest Suite for E-Commerce

CLIENT

A leading online store for health and wellness products Client E-Commerce website offers all ranges of products related to Ayurvedic treatment, nutrition, online medicine, personal care, baby care products, healthy diet and a wide range of fitness products. Client offers genuine products from established brands, and is committed to offerings safe and authentic products.

CLIENT REQUIREMENT

Client wanted their website to be tested for functional, performance, security and compatibility across different browsers for an end to end evaluation to understand bottlenecks for a delivering better customer experience.

PROPOSED SOLUTION

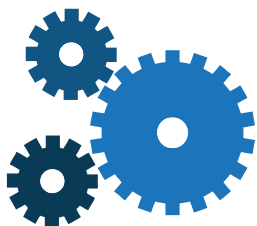
Comprehensive seamless one stop testing solution – ‘ClicTest’

We have designed a customized testing solution leveraging our tool and our expertise amalgamated as per client requirement.



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PROBLEM STATEMENT AND SOLUTION OFFERING



Functional Testing

Problem Statement 1

To deliver a better customer experience, client had been continuously adding new features. Because of the frequent new releases, client had experienced functionality and navigation issues that are impacting their business.

Outcome

Leveraging our automation tool, our experts created required regression test cases to perform quick testing and cover 100% functional points for frequent releases. It helped client to release a functionally accurate application within the stipulated timeline. Our solution has complemented client vision for better customer experience and product time to market.



Performance Testing

Problem Statement 2

Client E-Commerce website had 500 to 800 daily visitors and 75 to 120 unique visitors per day. Through Google Analytics, client had observed performance issues for their website whenever the visitor count reached 150. Client had also observed high bounce rate and worried about the impact on customer retention.

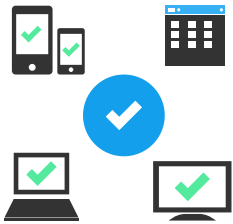
Outcome

We have taken critical functional test cases as an input for performance test scenarios and quickly performed load testing. We observed that after concurrency has reached 100, the server performance degraded. Our performance test engineers slowly ramped up the load and provided insights to client team. Our team also worked closely with client development and infrastructure team until they mitigated performance bottlenecks and reached the benchmark of 200 concurrent users.



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PROBLEM STATEMENT AND SOLUTION OFFERING



CONCLUSION



Compatibility Testing

Problem Statement 3

Client had experienced compatibility issues on a few versions of Internet Explorer and Mozilla Firefox mostly. So, client wanted their website to be tested for compatibility across different browsers and browsers versions.

Outcome

We leveraged our tool and cloud platform to deliver better insights on their website browser compatibility. With auto-compare feature, we helped client in quickly fixing compatibility issues and making their website more responsive.

Security Testing

Problem Statement 4

Client E-Commerce website was developed leveraging open source E-Commerce framework and integrating third party plugins/APIs. Client observed malicious users (unknown IPs) trying to penetrate into the server. So, client wanted us to perform security testing of the entire website.

Outcome

Our security experts performed vulnerability assessment and penetration testing on framework, APIs/plugins and network, identified all vulnerabilities and provided suggestions for corrective and preventive measures. After implementing the suggested measures, client secured their website for security threats.

With our comprehensive testing solution, client had

- ❑ Improved sales
- ❑ Enhanced customer experience
- ❑ Mitigated performance bottlenecks
- ❑ Secured their website
- ❑ Achieved better usability across different browsers