

K. J. Ross & Associates

Australian software quality benefits from the most advanced heterogeneous testing platform with Micro Focus®.

Overview

Established in 1997 to provide strategic software test and software quality consulting services, K. J. Ross & Associates has grown to become one of Australia's leading providers of software testing and quality assurance. Over time, the company has expanded to provide a comprehensive range of services to clients, including outsourcing of entire test projects, Test Process Improvement services and the delivery of public and in-house training courses.

The company has a strong national reputation and its services are used across Australia in federal and state departments, commercial and financial organizations.

K. J. Ross's expertise lies in identifying faults in critical software applications across the

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National Innovation Manager
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requirements, testing and production phases. To do this, it employs best-in-class tooling combined with the skills of its internationally recognized specialists. The quality solutions from Borland (now part of Micro Focus) form a key component in the K. J. Ross solution set.

Challenge

CUSTOMER CONFIDENCE NEEDED REASSURANCE

K. J. Ross has a long and established relationship with the software quality and testing tools from Borland. In fact, the relationship pre-dates the Micro Focus acquisition of Borland and Compuware in 2009. The company had previously been awarded Compuware Partner of the Year in 2008. One of the challenges for K. J. Ross, as Joe Griffiths, National Engagement and Marketing Manager at K. J. Ross explains, was maintaining customers' confidence in the future of the Compuware tools following the buy-out. “Fortunately,” he explains, “the merger of Borland and Compuware within Micro Focus has taken some of the excellent features of the Compuware testing tools forward onto the more stable and flexible Silk platform. This has helped give customers confidence at a time when they were uncertain about the way Compuware would go.”

RAPID INCORPORATION OF NEW FEATURES INTO STABLE PRODUCT BASE

K. J. Ross has benefitted from the speed with which Micro Focus has incorporated the Compuware feature set into the Silk product suite and the rapid overall development of Silk.



K. J. Ross & Associates
Software Application Lifeguards

At a Glance

■ Industry

Computer Services

■ Location

Australia

■ Challenge

After the Borland and Micro Focus merger, the organization needed a confidence boost about the direction Micro Focus would take Borland solutions.

■ Solution

Use Silk products for even better software development benefits.

■ Results

- + Increased customer satisfaction with flexible licensing
- + Introduced the ability to offer improved end-to-end traceability
- + Added focus on SAP and cloud deployment for performance testing

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According to Griffiths, this is certainly one of the most advanced heterogeneous testing platforms on the market. “Incorporating the best features of Compuware into the Silk suite has delivered an improved feature set and consistent interface.” He adds, “It has also improved end-to-end traceability.” In software development, traceability (or requirements traceability) is the ability to link product documentation requirements back to stakeholders’ rationales and forward to corresponding design artifacts, code, and test cases. For companies like K. J. Ross, who are involved in providing test services and quality assurance, this is a vital component of the services they deliver to their customers.

The company is in the process of transitioning some of its Compuware users across to Silk and is encouraged by the response to the new features and capabilities that Silk opens up. Having conducted an independent evaluation of Silk test management and automation in comparison with other leading tool sets, K. J. Ross identified a number of important differentiators:

- Superior support in Silk Central for reusing test cases across multiple projects
- Easy customization of reporting on test case artifacts for publishing to external clients
- High level of customization, tracking and control of process flow or review points via Silk Central’s flow management module
- Highly customizable test reporting out of Silk Test
- The new focus on solutions such as SAP
- Highly personalized training and responsive support from Micro Focus

“These differentiators make Borland (now part of Micro Focus) a partner of choice for testing tools in heterogeneous development environments,” explains Dr. Mark Pedersen, National

Innovation Manager at K. J. Ross. “We’ve also seen additional benefits in the performance testing space, with Borland going the extra mile to build in support for load testing bespoke cloud-hosted applications, which was critical for our customer’s ability to gain full confidence in critical business workflows. Combining this level of customer service with the ability to use the cloud to generate load, and the commercial flexibility to load test on demand, make Borland our preferred choice for performance testing tools.”

IMPRESSIVE TECHNOLOGY AND COMMERCIAL FLEXIBILITY

The commercial flexibility offered by Micro Focus is an added advantage for K. J. Ross and its clients. Term licensing of the software tools gives K. J. Ross access to the right technology to test the right application for clients. By providing the right technical fit, K. J. Ross only licenses what is required for that client, when it is needed. “Borland (now part of Micro Focus) takes the time to understand how we need to work with our customers,” says Griffiths. “This gives us the capability to pass on beneficial commercial terms to our customers. The licensing is suited to us and reflects how we work with customers, rather than forcing us to adopt processes for the convenience of the vendor.”

The relationship between K. J. Ross and Micro Focus has been strengthened by the technical and commercial advances made by Micro Focus since its acquisition of Borland and Compuware. As Joe Griffiths concludes, “The speed with which Micro Focus brought Compuware and Silk products together has been impressive. The added focus on SAP and the cloud deployment for performance testing, coupled with flexible commercial options ensures that Borland is always in the frame for any complex testing requirements.”



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