

# Leading State-Owned Telecom Carrier

Increased application performance and reliability with Micro Focus® Silk Mobile™.



## Overview

The customers' businesses are divided primarily between voice services, including caller identity display, and data services, such as SMS and MMS.

It was heavily involved in testing mobile applications for functional regression and model suitability. As the workload was mostly manual, it soon mounted up. An instant messaging client enables users to send and receive SMS for free between PCs and mobiles. As this was due to launch to a wide range of devices, extensive compatibility testing was required. Development and Quality Assurance teams had to work closely together so that testing could be focused on iOS, Android, WP and HTML5 platforms in parallel. The manual testing model didn't scale, so the company investigated an automated testing solution.

**“We are able to deliver our mobile applications faster and reduce our IT costs significantly.”**

## SPOKESPERSON

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## Solution

### SILK MOBILE AT THE CENTER OF TESTING PROCESSES

The customer decided to introduce an integrated testing framework, which includes a performance diagnostic tool. Its implementation partner developed a uniform, Agile testing framework to facilitate communication and reporting between development and QA teams.

A spokesperson comments: “Our mobile applications support Android, iOS, WP and Web platforms. We needed an automated testing tool to support us in several ways. These included functional testing for mobile and browser-based applications, the use of real devices and browsers, performance testing for mobile and desktop web applications at the protocol simulation level, stability testing for mobile devices, and compatibility testing for multiple OS versions. When our implementation partner recommended Silk Mobile at the center of the testing framework, we had full confidence that our application would support a wide user base.”

### CONTINUOUS APPLICATION TESTING

Silk Mobile uses a lightweight framework with a specialized automated execution engine,

## At a Glance

### ■ Industry

Communications

### ■ Location

China

### ■ Challenge

The organization's manual testing processes became ineffective.

### ■ Solution

Use Silk Mobile to automate regression testing, which saves the organization time and money.

### ■ Results

- + Realized IT cost savings of 30 percent
- + Increased mobile application delivery speed by 40 percent
- + Introduced an automated and flexible mobile testing framework

**“Silk Mobile has given us a tangible but flexible testing automation tool, which has provided scope to further enhance our testing processes.”**

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enabling easy management of automated testing scripts and code. Tests on multiple devices can be run from different continents at the same time. A single script can be used to test on different platforms or different versions of the same platform. The customer particularly appreciates the diverse object support and recognition within Silk Mobile. An object is obtained via recording or can be defined in advance by the application manager, then used for writing and editing testing scripts.

Silk Mobile supports Java-based programming scripts to be exported to multiple formats. It easily integrates with mainstream frameworks such as Silk4Net, Silk4J, TestComplete and JUnit 3 and 4, as well as the Java frameworks used by the customer.

The spokesperson explains how Silk Mobile is adding value: “Silk Mobile helps users to build functional regression tests based on automated interface recording and playback. It uses an automated testing framework and performance monitoring tools, which help our users achieve automated performance evaluations and comparisons. Our stability testing involves repeated tests across particular functional scenarios over a long period of time. Doing this manually was very challenging, but using Silk Mobile this process is automated, saving us time and money.”

## Results

### APPLICATION PERFORMANCE AND RELIABILITY IMPROVEMENTS

Using the Silk Mobile testing framework, the customer has observed improved performance in its application testing, particularly around measuring CPU, memory, power consumption and general response times. It provides confidence and evidence that the application is stable over extended periods of use as repeat tests are executed sequentially to cover all mobile devices. Usability testing measures how easy it is for users to complete specific, standard tasks and highlights any problems.

### IT COST REDUCTION

By deploying its mobile application, the company has been able to reduce IT costs by 30 percent and expand its user base by five times.

The spokesperson comments, “Silk Mobile has given us a tangible but flexible testing automation tool, which has provided scope to further enhance our testing processes. In the future, we will include more detailed performance and compatibility testing, enabling us to measure the performance index per transaction and expand our offering to other platforms using Silk Mobile's platform emulation features. We are able to deliver our mobile applications 40 percent faster and reduce our IT costs significantly.”



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