

Case Study: Virtuoso

Client

Virtuoso is an elite travel network elite travel specialists across North and South America, the Caribbean, and Australia. Virtuoso provides marketing, sales, technology support, and exclusive services and products to leading independent luxury travel agencies and the world's best travel providers and destinations.

Virtuoso has 300+ member agencies which benefit from intricate consumer direct-marketing campaign, specialized training and accreditations programs. Member agencies of virtuoso network have access to Virtuoso.Net, a private Internet-based network (extranet) that provides instantaneous information and two-way communication with fellow members and hundreds of Virtuoso preferred travel suppliers.

Virtuoso.Net provides an ideal person-to-person venue for the private exchange of proprietary information.

Situation

- To fix all related issues of the Virtuoso.Net application in production.
- To develop legacy code in .Net 2.0 and deliver defect free application to client.
- To develop enhancements reported by the client on existing application for its support center.

Solution

Defects

- Communication of the defects and issues done by Team Foundation Server
- Analysis on the reported defect done and on the basis of that analysis defects were fixed by the development team
- Test cases were designed for those defects by testing team
- Regression testing and impact analysis done by testing team
- After endorsement of testing team on fixes, defects were delivered to the client

Enhancements

- For all enhancements feasibility analysis done and an understanding document created, which was shared with client as well.
- Enhancements developed by development team in .net platform and all database part was handled by DBA
- Those enhancements which are for importing of legacy forms in .Net version of application, legacy forms are developed in .net platform
- Test case were designed by testing team against the clients requirement and base lined functionality document
- Functionality and regression testing done by testing team
- After endorsement of testing team on fixes, defects were delivered to the client

All defects related to Virtuoso.Net application received from client through tool (Team Foundation Server), which were reproduced by ISHIR offshore team and against that those issues were fixed. Testing part for the quality check of all fixes and deliverables done by ISHIR Independent testing team. Issues were related to all section of application.

Enhancements related to Virtuoso.Net application were also received from the client. These enhancements were related to the reshuffling of core features of application from one module to another and importing of Old Virtuoso.Net features of CFM technology to the .NET version of the application. Testing team analyzed the feasibility of the enhancements and the bugs were fixed by the development team. Testing for quality was checked by testing team before any deliveries.

Many new features like Virtuoso Institute were also added in the Virtuoso.Net application.

Results

- More than 200 defects in the application which was used by all of their +300 members
- Members were facing problems from all modules/ sections of the application. There were defects related to business logic, functionality of the application, database and usability and UI issues.
- This number was brought down after the each delivery of the project and after the final delivery there were no defects with the application.

Before outsourcing of services to ISHIR there were more than 200 hundred issues related to the application and members were facing problems from all modules/ sections of the application. There were issues related to business logic, functionality of the application, database, usability and UI issues. This number was brought down after the each delivery of the project and after the final delivery there were no issues with the application.

Major defects were related to Research and Admin section and all defects were resolved by ISHIR offshore team. This helped client in improving the usability and operation of the application and helped members to use this application more efficiently. This helped client to build a strong communication channel between their members and suppliers.

Each enhancement which ISHIR received from client and importing of Old Virtuoso.Net features which were created in CFM technology developed in .Net technology was delivered with no issues. Many features were reshuffled from Admin section to Home section, Marketing section, Research and consumer section and many new features were also added like Virtuoso Institute in the application. This helped client in improving the operation on this application as each communication related to marketing plan and news related to products were displayed right after they insert info in the application.

Technology

- Application is on .Net platform
- Technologies used for development are C#, .NET Framework 2.0, Microsoft SQL Server, Team Foundation Server, ASP, ASP.NET, AJAX, JavaScript

For More Information

For more information about ISHIR services and solutions, call +1 (888) 99-ISHIR (47447) or email info@ishir.com. To access information using the World Wide Web, go to: www.ishir.com and www.ishirdigital.com.