

Quality Assurance and Testing Services



INDUSTRY: Transportation

DISYS SERVICE: Application Development

COMPANY: The nation's largest passenger rail service provider



BUSINESS CHALLENGE

- Implementation of several major projects (as part of the eTicketing program) required partner assistance with Quality Assurance (QA) and Testing
- Lack of internal QA/Testing processes and templates slowed internal testing for several systems including Arrow Reservation Systems, Business System, Revenue Transaction Datastorage System, Revenue and Ridership System, PAS/ALMS System, and other distribution and ticketing-related distribution channels



THE DISYS SOLUTION

- DISYS developed a Ticketing Program Test Plan, Test Schedule, and Test Summary Report templates for Amtrak's eTicketing
- Implemented a standard process communication channel via Daily Status Email
- Implemented a new Defect Management process using Quality Center's Defect Management module
- Mentored and coached Amtrak internal test team to enhance and improve testing process, communications, and deliverables



RESULTS & BENEFITS

- DISYS' recommended Testing Approach was unanimously adopted by the rail services' stakeholders to apply consistent standards, terms, and methodologies across the eTicketing program, where widespread inconsistency previously existed