

Website Quality Assurance



Sogeti Studio arms Southampton Airport with the confidence to push their new website live in record time

Summary

With Heathrow Airport Holdings (formerly BAA) decentralising the management and support of the group's websites, Southampton Airport had to move quickly on the roll-out of their new site.

Being a public facing entity with a reputation for a quality passenger experience, the client needed additional reassurance that the website would be 100% fully operational, and defect-free from the go-live date.

Despite a very tight deadline, Sogeti Studio (Sogeti's local UK web and mobile testing lab), together with its flexible resourcing model made it possible for Southampton Airport to deliver a quality solution, on time and on budget.

The Client

Southampton Airport serves central Southern England. The airport currently has 15 airline and tour operator partners, who between them fly to over 40 destinations. Over three million people live within one hour's drive of Southampton Airport, and in 2013, it welcomed 1.72 million passengers making Southampton one of the top 20 busiest airports in the UK¹.

The airport's focus on quality passenger experience has been reflected in a number of awards, such as "Airport of the Year" by the European Regions Airline Association. In addition a survey of 30,000 readers of the Daily Telegraph voted Southampton Airport one of the top three airports in the world, alongside Singapore and Dubai. The airport continues to build on its success by providing further links to and from this region, and aims to maintain its reputation as the "personal airport" with future developments focussed on developing the quality of the passenger experience.

"Using a test provider like Sogeti was hugely advantageous. Being a public facing entity meant that using professional test resources gave us the extra confidence we needed before going live. Sogeti's ability to ramp up and down, the availability of the lab – Sogeti Studio - on demand, and the fixed price commercial arrangement really made them a fantastic partner to work with".

Robbie Wright, ICT Project Manager.

The Challenge

BAA had been responsible for seven airports including Southampton Airport almost consistently² since the Airport Authority Act was passed in 1965. However, following the rebrand of BAA to Heathrow Airport Holdings in October 2012, each individual airport began operating under its own name rather than the BAA banner. In 2013 it was decided that the corporate website that used to cover all BAA airports was to become decommissioned following this decentralisation

Southampton Airport was faced with the challenge of financing and launching its own new website in October 2013, within an incredibly tight timeframe. Heathrow Airport Holdings had a firm deadline of March 2014 and Southampton Airport's Marketing and IT Teams started to work towards a February delivery to ensure there was enough time for a seamless transition.

Vicky Parkes, Marketing Manager at Southampton Airport, had to move quickly and after a careful selection process they chose a small, very competent, web development agency for the redesign of their website.

"We wanted to make the new website easier for customers and partners to navigate, add a whole host of new functionality and be able to show off new deals and destinations. Previously we had been constrained by a corporate look and feel, and updates

1. http://en.wikipedia.org/wiki/Busiest_airports_in_the_United_Kingdom_by_total_passenger_traffic
2. Except for a period of disbandment between 1974 and 1975.



- such as flight delays or cancellations - often took up to 40 minutes to go live. Moving to a new website was going to have a significant impact on our 100,000 unique monthly visitors. We needed a safety net, as we absolutely had to get it 100% right" Parkes commented.

Selecting Sogeti

Despite the fact that the website would have been tested upon implementation by the design company, Vicky Parkes wanted additional reassurance that the website would be 100% fully operational, and defect-free from the go-live date. She worked with Robbie Wright, Southampton Airport's ICT Project Manager and asked him to engage with a third party Test Assurance provider.

With very little in-house UAT testing capability, and a lack of suppliers on the PSL with specific website testing capabilities, at the end of January 2014 Robbie Wright began a formal tender process, selecting five potential suppliers with a history of this type of test execution.

All of the tender responses were relatively strong; however, Robbie Wright found that Sogeti stood out when it came to understanding the granularity of Southampton Airport's requirements. Wright commented, "Sogeti's solution definitely instilled me with the most confidence. Having spoken with my contact at Sogeti a number of times, they were certainly the most proactive. In addition, we simply didn't have the space to host test resources on site so Sogeti's local web and mobile lab - the Sogeti Studio - was a real value add."

The Solution

Southampton Airport had a finite budget but Sogeti was able to offer them a fixed price, for a comprehensive set of circa 80 test scripts that supported both website usability and accessibility testing, with a strong focus on business scenarios, cross-browser testing, position, copy and flow of the website. Test reports were passed through to Southampton Airport's IT and Marketing Teams at the end of each day so the appropriate changes could be made.

Development and testing resources worked closely in parallel. However, last-minute changes to the web

design caused delays in testing, which meant that Sogeti had to significantly ramp up resources towards the end, and test within a much tighter window. Despite the delays, Sogeti was able to use a flexible resourcing model and the Sogeti Studio to carry out the testing in a much shorter timeframe.

The Benefits

The Sogeti team managed to turn around the project in an incredibly short time, ready for release at the end of February as planned: "Using a test provider like Sogeti was hugely advantageous. As a public facing entity we needed to rely on professional test resources who could verify that the site worked perfectly in line with requirements. We found the detailed daily updates had a huge impact on lightening our workload, helping us to fast-track changes and speed up our release", continued Wright.

The ability to use a flexible resourcing model was a big benefit to delivering on the client's turnaround times. Getting the daily reports at the end of the UK working day meant that development and test worked in-sync. In addition having access to remote test resources meant that the IT Team didn't have to accommodate them on site or oversee their day to day work.

Conclusion

Southampton Airport's new website went live 24 hours before the deadline. The transition was completely seamless and the Marketing Team was extremely happy with the quality of delivery.

"Overall my impression of Sogeti was excellent - from the level of detail and the exception reporting, to the ability to transfer the technical aspects into plain English so that the business users could take action. Every aspect and each person I dealt with gave me a strong level of reassurance" concluded Wright.

Contact us

To learn how Sogeti's Testing Services can help you achieve your testing and QA goals, please visit: www.uk.sogeti.com or contact our Commercial Director, Paul Collins, directly by emailing paul.j.collins@sogeti.com.

