

STREAMLINING THE DIGITAL EXPERIENCE

Sogeti Studio supports leading legal practice in moving its website to the digital age

Summary

One of the world's leading international law firms, was undergoing a complete rebrand and was looking to transform its website, focusing on a more user centric and mobile friendly experience.

However, with limited testing carried out by the development team, no available testing resources or access to mobile devices, the client looked to Sogeti's UK-based web and mobile testing lab, Sogeti Studio to deliver functional, device/browser regression and UAT testing across the new site, in order to ensure its success.

The new website has now gone live and allows users to quickly and easily find important information and the right legal contacts. The site also allows the client to effectively showcase its thought leadership, events and publications.

The Client

The client is one of the world's leading international law firms, having been ranked among the Top Global Law Firms by Law360 in 2015.

They operate in more than 20 countries, and its professionals work with some of the world's most respected and well-established banks and businesses, as well as start-up visionaries, governments and state-owned entities.

The Challenge

The client was going through a complete global rebrand and wanted to transform and streamline its website to be user centric and mobile friendly. Therefore helping visitors to find what they are looking for quickly and easily. The website was based on a new Content Management System (CMS) which needed deep testing coverage to ensure that all the content on the website could be easily maintained.

It was imperative for the client that the new website went live without a hitch, as online is an important source of new, inbound prospect enquiries. It also highlights their thought leadership, publications and events which are some of its key differentiators.

Although their development team would run some tests on the new site, the client felt that this wouldn't provide sufficiently in-depth test coverage that a professional testing specialist would offer. They didn't have a



"I'm pleased that the Sogeti team have completed testing our site on the various platforms we discussed - and a day early too, which is brilliant!"

dedicated in-house testing team; instead the Marketing team carried out UAT. The client did not want to invest in specialist testing tools, technology and the range of mobile devices that the site needed to be tested against.

The client needed a trusted partner in testing - one that had a full range of devices available on-demand, and that was close to their central London location. They had seen previous web and mobile testing projects that Sogeti had undertaken, and this convinced them to work with the Sogeti Studio.

The Solution

Sogeti's distributed team was constructed to directly support the client's development team in Columbia and Kansas, and a permanent test lead was appointed in the UK to act as the main point of contact for testing and be the driving force to bring all the groups together. She owned the entire relationship and was wholly focused on delivering a quality product at each stage of the project. The Sogeti team got up and running quickly, providing invaluable feedback from the very first day of testing.

Sogeti was able run all necessary tests in its controlled Studio test lab environment, with the configurations required by the client. The initial scope cross-browser/device mobile responsiveness testing, but was later extended to 100% coverage across functional, device/browser regression and UAT testing.

In terms of device / browser regression testing, the Sogeti team executed tests covering: access to links and

features, loss of Wi-Fi signal, responsiveness, look and feel, as well as portrait and landscape display modes across the following devices and browsers:

x = covered	IE 9, 10 & 11	Chrome	Safari	Firefox	Blackberry web browser
Apple iPad Air					
Apple iPad 2		✓	✓		
Apple iPad Mini					
Apple iPhone 5s					
Apple iPhone 6 Plus			✓		
Google Nexus 7					
Google Nexus 4 & 5		✓			
Samsung Galaxy S3		✓		✓	
Samsung Galaxy Tab					
Blackberry Z10					✓
Apple Mac Desktop					
Windows Desktop	✓	✓	✓	✓	

Retina and non-retina displays on Apple devices were also included.

The Sogeti team joined daily and weekly reporting calls with the development team and the Project Manager on the client side. Sogeti Studio also practiced strong defect management processes, using tools such as Jira for managing the defects, and Confluence for storing test assets and documents.

During the project, a number of delays occurred due to pending decisions about the content and overall site, as well as builds being delivered late from the development team. In the end these delays pushed the project out by two months. A key strength of the Sogeti Studio was the ability to scale up and down on demand as soon as the development team delivered.

At times, Sogeti went above and beyond to support the client by changing scripts and testing key parts of the system that were presented to very senior internal stakeholders.

Sogeti conducted the tests manually, but so efficiently, that the Kansas development team thought the tests had been automated.

Benefits

Sogeti Studio's location in London was a huge selling point for the client. In fact it meant that their Project Manager could come and meet with the team regularly to make any changes and bring documents over on a USB stick - which was often more efficient than transferring them electronically.

With the new website live, the client has peace of mind that visitors can now find accurate information and the right person to support their legal needs quickly. Due to the industry in which they operate, accuracy is paramount and fundamental in maintaining their reputation. Sections on thought leadership, events and publications differentiate them from competitors, and the responsive and user-centric design gives the client a strong digital presence and online footprint.

"Many thanks to the Sogeti team who have done a fabulous job for us."

Contact Sogeti UK

To learn how Sogeti's Testing Services can help you achieve your testing and QA goals, please visit: uk.sogeti.com or contact us directly via email at enquiries.uk@sogeti.com