



Global Theme Park and Resort Operator Upgrades Customer Experience with Tailored Qualitest Solution



Challenge

The client lacked infrastructure to support innovation.

The client needed better performance and security to offer the best customer experience.



Solution

Solution was tailored to the incredibly complex ecosystem.

The subsequent plan outlined an overall transformation program and different key wins the client would achieve.



Results

The client's digital transformation was a success.

Qualitest provided a scalable, robust and reliable automated JAVA framework, including custom reporting.



The client operates a global network of entertainment resorts and theme parks.

The client faces unique challenges and requires highly complex systems, logistics and cutting-edge technology to be able to offer the highest level of customer experience to visitors of the massive resort.

It Takes Innovation to deliver an enchanting experience and remain competitive in a global marketplace

The client is known for delighting customers and wanted to leverage technology in innovative ways that would encourage customers to explore their parks in a whole new way. But, with a hodgepodge of legacy systems powering mobile and web apps for both customers and employees, our client quickly realized that its ambitions outstripped its infrastructure.

It embarked on a complete digital transformation of its reservation system that would allow for better performance and security.

Key initiatives of the digital transformation included:

- Uplifting their web services from the Hibernate framework to Spring.
- Migrating from WebSphere to Tomcat servers.
- Migrating the web services from being hosted on-premise to being hosted in the AWS cloud.

“The client embarked on a complete digital transformation of its reservation system that would allow for better performance and security.”

Customized Solution Guarantees Positive Customer Experience

Qualitest has maintained a relationship with the client for over a decade, which has allowed us to develop a robust and mature testing framework, utilizing the collective knowledge of its leaders and developers to produce a reliable mechanism for ensuring the client's business interests via automated testing.

The Qualitest solution was built on our collective existing knowledge of the client's applications and their incredibly complex ecosystem. We have worked intimately with the client in the testing of its UI and API applications over the past 7 years and were able to offer that expertise in our solution.

We developed a custom solution that compared API web service responses between the new and legacy systems. This included a line-by-line comparison of the response XMLs to ensure there was no loss/addition of data.



Qualitest also developed custom reporting around these comparisons to be able to provide the client's stakeholders with visible representation of the data and comparisons.

After migrating from HP/Microfocus technologies to a custom Java open-source framework, the focus for Qualitest resources was the client's API web services. These services serve as the backbone of the client's reservation system. Some of the business services include, but are not limited to, lodging, inventory management, ticketing, membership, dining and activities, finance, and backend services.

This effort effectively started with 2-4 onshore resources and has, over the last couple of years, expanded into 28 resources, both onshore and offshore, spanning 6 Agile studios.

Qualitest has taken initiatives to address technical debt by developing comprehensive testing of the client's API web service code base, and utilize cover analysis tools, such as Jacoco, to determine a metric of our coverage, in support of the client's modernization effort.

“Qualitest developed a robust and mature testing framework.”

Key Benefits

- Qualitest expertise in the fields of route optimization, numeric optimization and AI allowed for comprehensive strategy development and test execution separate from the software solution provider.
- Robust and reliable automated JAVA framework
- Scalable to grow as the client's needs and demands grow
- Test centers from multiple nations are involved in this effort to bring the right expertise to the fore in an on-site/off-site/off-shore model.
- Qualitest and the client are working together as true partners due to the innovative nature of this task.
- Qualitest's extensive domain knowledge of the client's business was key to the work with the very complex ecosystem.

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