

Industry:

Software development
(Call center software)

Seapine Products:

TestTrack Pro, TestTrack TCM,
Surround SCM, QA Wizard Pro,
Professional Services, Training

“The training was exceptional all around. The instructors were knowledgeable and engaging. They helped get us up and running quickly.”

Patrick Kelly
QA Manager

Virtual Hold Technology

Virtual Hold Technology develops virtual queuing solutions designed to improve call center operations while enhancing the customer experience. When they expanded internationally, Seapine Software’s Professional Services Group helped streamline their development process and improve their quality assurance activities.

Situation

Virtual Hold Technology (VHT) experienced rapid growth and recently branched out into the international market. With their increased size and the operational complexity that goes along with it, VHT knew they needed to ensure that development and QA activities were consistent across the organization and that actions were not duplicated. They wanted customizable, integrated tools that included all the components necessary to manage the application lifecycle.

However, while they were building their international presence, they had limited resources to research and implement the solution.

Solution

After sixty days of research, VHT decided to purchase Seapine Software’s QA Wizard Pro, Surround SCM, TestTrack Pro, and TestTrack TCM. The tight integration between the products was important, but support and training were also key factors in their decision. Because of the size of VHT’s QA team, they could not afford to assign resources to a long, complicated implementation. Seapine’s Professional Services Group answered the call and provided the consultation and training they required.

“Seapine addressed our questions and issues in a timely manner,” says Patrick Kelly, QA manager at VHT. “The training was exceptional all around. The instructors were knowledgeable and engaging. They helped get us up and running quickly.”

With Seapine’s suite of tools, VHT addressed all the areas of application lifecycle management from software configuration management and bug tracking to test case design and automated testing. They can attach source code to bug fixes and automated scripts to test cases, as well as create bugs or feature requests from test runs.

Results

VHT's developers are more productive now that they have reliable source control. "Surround SCM's integration with Visual Studio supports the functions our developers use every day so they can manage the code without leaving their development environment," says Kelly.

According to Kelly, developers now face less risk. "Our previous software configuration management system did not give us the ability to cloak projects and that caused issues from time to time. It also lacked a robust branching methodology. With Surround SCM, we can easily create sandboxes where developers can experiment without affecting the approved code base. Seapine Services worked to understand our process and helped us to create a branching strategy that made sense for us."

With the new solution in place, the development process and overall quality have improved and VHT is prepared to handle the challenges of their continued growth.