

PRODUCT PAPER

salesforce

Salesforce
Testing as a
Service

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1. BACKGROUND



INNOVATIVE

Nekst IT is the first global Salesforce Partner focused on Testing & Quality Assurance alone, because it requires a different focus than developing, configuring, or implementing. We completely impartial monitor of the quality of the systems of our clients.

Because we have specific expertise on the Salesforce platform, we can add value immediately. Our knowledge and expertise are used for strategic projects which Salesforce implements and directs themselves, too.

Furthermore, Nekst IT is Provan consultancy partner, a testing-automation tool developed specifically for Salesforce. Besides, Nekst IT has years of experience with testing services in its broadest sense. All test consultants are characterized by their domain expertise, pragmatic, flexible and communicative way of working.

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Dimitri Fioole
Chief Operating Officer Salesforce



AnneMarie Pieterse
CEO

2. WHAT IS SALESFORCE TESTING AS A SERVICE



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Salesforce Testing as a Service, or ‘Nekst IT Weather Forecast,’ is a unique service provided by Nekst IT

Salesforce is one of the most used Customer Relationship Management (CRM) tools worldwide. Because Salesforce offers a wide range of customization options, complex testing methods are necessary. Not only do we detect problems, but we also test the provided solutions, custom code, or configuration before it goes live. We give our Salesforce users peace of mind by providing predetermined software tests and reporting the results at any given moment, even directly after every one of three Salesforce releases annually. This means Salesforce users can focus on their core business without losing their grip on the quality of supporting systems.

In this product paper you will read:

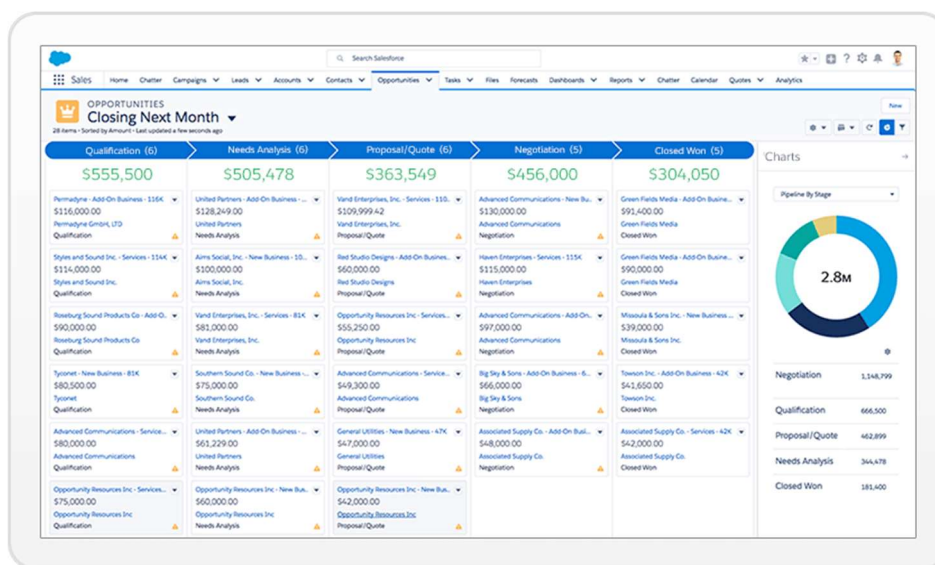
- When and why you will need Salesforce testing;
- An example of good practice;
- A conclusion on Salesforce Testing as a Service by Nekst IT.

3. WHEN AND WHY YOU NEED IT

Salesforce Testing as a Service is interesting when you want to stay in control of the quality of your Salesforce implementation. This may be relevant when you finish the implementation, and you transition to a management situation. By doing so, specific test-domain knowledge stays secure inside your organization.

Salesforce Testing as a Service is interesting for Salesforce users to complement an existing Test/ QA-team too. Or when your testing demands are not enough for a full-time Test/QA-resource.

Salesforce Testing as a Service offers customers grip on the quality of their Salesforce implementation and preservation of quality, without having to be involved on daily basis themselves. By letting Nekst IT execute predetermined test scenarios, the client only has to focus on the reported defects.



4. EXAMPLE

An international client of Nekst IT has Salesforce completely up and running after an extensive one-and-a-half-year implementation. To guarantee continuity and monitor quality the client hired a Salesforce Application Manager for maintenance, small adjustments, and management of Salesforce releases.

The adjustments are not enough to legitimize a full-time Test/QA-resource. However, the client wants to be sure the platform will operate as it should after the implementation. This is where Salesforce Testing as a Service offers a solution.

The Application Manager releases the weekly adjustments to production every Friday. Nekst IT executes its predefined test scenarios automatically every Thursday night and shares the results with the client by email. By doing so, the Application Manager can determine the impact and decide whether he should release, or not, to guarantee business continuity.

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Thanks to
Salesforce
Testing as a
Service, we can
trust on
continuity!

5. CONCLUSION



INTERESTED?

We are looking forward to get in touch. Contact us by phone on 085-3035697 or by email at salesforce@nekst-it.com.

In collective consultation we will identify a set of test scenarios which will touch the core functionalities of the production environment. These scenarios will be developed, executed and managed by Nekst IT and reporting of the outcome will be done by email immediately. We will jointly agree on how we inform each other, what to expect and how to evaluate.

Salesforce Testing as a Service gives your organization peace of mind and takes workload away from your staff. It sustains quality of operational processes and IT-systems for a monthly, quarterly, or annually fixed fee, making the estimation and budgeting of these costs a formality.



Westluidensestraat 55, 4001 NE Tiel, The Netherlands



+31 (0)85 303 5697



salesforce@nekst-it.com