

UTOR

Eataly

<https://www.eataly.com/>

E-commerce store
for italian marketplace

Project overview

Industry	Scope	Client location	Relations type
E-commerce & Grocery	Web	Italy	Long term (2+ years)

UTOR team

2 Manual QAEs

Automation QA Engineer

About the client

Eataly is a chain of large format/footprint Italian marketplace comprising a variety of restaurants, food and beverage counters, bakery, retail items, and a cooking school all over the world.

Client goals

- rebuild their large e-commerce web application and migrate to Magento 2.
- improve user experience and usability to satisfy customers



How we got involved with this project

Eataly CTO Alessandro Niciforo faced problems during the development process. The pain points of the project were slow releases and negative user reviews.

To solve the problems, Alessandro Niciforo decided to establish a reliable QA process in the development workflow.

He picked the UTOR team among other software testing companies and booked a call.

On the call, Alessandro shared with our team the problems that he faced. Our QA engineers worked on a project in the e-commerce field and have the expertise to solve present problems. We interviewed Alessandro to find out more about his project, its goals, and which problems it solves. Such an approach helps us to find particular decisions for specific business needs.

Alessandro Niciforo had interviews with other software testing companies. However, he chose UTOR for a long-term partnership.

What was done?

- established QA process from scratch;
- created testing documentation (strategy, checklists, regression plan, and test cases);
- implemented Test Automation and API testing;
- comprehensive testing of Website and Magento admin panel;

Tools we used

Jira



Confluence



Zeplin



Miro



Slack



Zendesk



Cypress



Allure



Results

Key results of testing:

- 01.** Successful migration to the new version of web application
- 02.** Each release hadn't major issues in production
- 03.** Established a reliable QA process
- 04.** Minimized delays

Our team set up a manual testing process. After discussion with the core team, we established automation testing. In addition, QA engineers developed a traceability matrix, test cases, API utilities, and connected tests to the BitBucket CI pipeline.

As a result, the client got a fully streamlined QA process.

The UTOR team has met all client requirements.

"They raise the quality bar and keep working on improving the cooperation throughout the whole duration of the project."

Alessandro Niciforo, CTO of E-Commerce, Eataly