

## CASE STUDY

# Major B2B / B2C Autoparts Supplier Trusts AIQ to Support Daily Release Cycle

A major national autoparts supplier was gearing up for tremendous growth in their application portfolio to support a significant expansion of the business. Despite their lofty goals, their existing application and the leanly staffed technical team were facing some major challenges.

Their one main web-based e-commerce application was large and complex. There were thousands of usage paths and permutations of the data. Plus there had been very limited investment in quality. Testing the application was a small fraction of the job of two people on the tech team. As a result, they were running just a few dozen tests, all written manually, on an irregular basis. Those tests delivered only about 15% code coverage.

Because of this limited coverage, their application was plagued by production bugs and performance issues. And their end users were noticing. Agents were complaining and taking business elsewhere.

## Objectives

Because this autoparts supplier was planning for expansion, from their initial focus on serving distributors to also serving end buyers, they realized they needed to **improve the quality of the user experience** on their site. They planned to launch two new brands, so their expansion plan included creating 7 new e-commerce applications including iOS and Android mobile apps. And most importantly, they understood the importance of having a flawless user experience-system issues equated to lost revenue as impatient distributors took their dollars elsewhere.

As they built out this new infrastructure, they wanted to make a greater investment in their quality process. As a lean organization, this didn't mean they were looking to staff up significantly. Rather, they were looking to invest in a platform that would enable them to support their rapidly changing e-commerce applications automatically and instantaneously.

## Quick Facts

### Industry

E-Commerce-Autoparts  
B2B and B2C

### Region

North America

### Applications Under Test

Web-based and native  
mobile (iOS & Android)  
e-commerce applications

“Appvance makes it possible for us to run our business.”

-Autoparts CIO

## The AIQ Solution

This supplier chose AIQ because it met the company's criteria for its ability to vastly improve their quality program without the need for large staffing increases. It supported their goals of comprehensively testing on a daily basis as well as performing load and performance testing regularly.

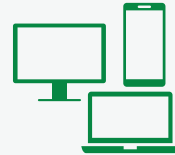
As they engaged with Appvance, a key piece of the implementation was the AI training. The training was accomplished by running the autonomous AI engine daily through small sections of their application, a few pages at a time, surfacing actions that users might take. The human trainer reviewed these actions to determine how to handle each by specifying the desired behaviors for the AI, setting up business rules, and providing the AI with the appropriate data in order to fully navigate the app. For each application, this process took just a few hours of run time for Blueprint set-up and AI training.

Today, incremental blueprints are run after each new build, triggered by their code deployment in their CI/CD pipeline. Each run takes just an hour or two to complete its cycle. The process auto-adapts to changes in the application so that significant changes in functionality are fully tested the day they appear in a new build. Identified bugs are added to their ticketing system automatically, with tickets ready for the dev team when they arrive each morning. They also run regular load and performance tests with AIQ using the very same scripts that were autonomously created for functional testing plus application penetration tests with every release.

And their autonomous scripts are augmented with human written scripts developed for targeted use cases using our AIQ Test Designer functionality.

Our customer's business is thriving. Their e-commerce presence offers over 1 million products to thousands of agents across the country as well as tens of thousands of end-user customers. The price, image and availability of each item is verified nightly by an AIQ Blueprint. Now, their business has a reputation for reliability and responsiveness.

### Key Results



8 AUTs



95+% Application Coverage



Known for reliability & responsiveness