



Data Sheet

Quality Assurance Services Overview

TrekLogic is an ISO 9001:2000 certified company with extensive experience providing high value-added Quality Assurance (QA) service solutions. We can provide a fully managed expert turn-key QA service or a flexible suite of complementary services. We help our customers to define their Quality Assurance needs and a cost effective approach that delivers success. We have experienced staff, tools, a test lab, technical and general support staff to get your service solution up and running quickly and efficiently whether it's in-house, remote, or an on-site. We have provided remote QA services for customers from California to Montreal and as close as down the street in the Greater Toronto Area. Our clients include Fortune 500 companies, large high tech corporations, IT Staffing, financial services, legal services, federal and provincial government, and the defense industry. We have QA service solutions for mission critical systems, commercial enterprise systems, e-business and web-based services and their systems. We have a wide breadth of technology expertise for enterprise class systems as we are Sun, IBM and Microsoft partners.

If you are starting a new project, migrating an existing product, or in the midst of a quality crisis we have the expertise and services to help you plan, establish, assure and enhance the quality of your software project or system.

About TrekLogic

TrekLogic Advanced Solutions is

- a Brainhunter company listed on the Toronto Stock Exchange
- ISO 9001:2000 certified
- Sun Microsystems Partner:
 - Sun iForce partner
 - Sun Enterprise Services Strategic Partner
 - SunONE Foundation Specialty Partner
- IBM Advanced Partner
- Microsoft Gold Partner

TrekLogic operates commonly in the following IT enterprise sectors

- e-Business and e-Commerce
- Custom web applications and web services
- Infrastructure solutions
- Financial and legal software solutions
- Document management solutions
- Government IT services
- Migration services
- Managed IT services





Selected Project List

Net Connect, Sun Microsystems (Newark California, United States) Provided Quality Assurance for Net Connect development, and sustaining engineering phases. Net Connect infrastructure employs advanced Sun client servers, securely interfacing with a persistent redundant clustered web-server, supporting forward and back-channel communications, a secure distributed middle tier, and large (12+ terabyte) Oracle datafarm. It is employed as an international, multi-lingual, multi-time zone web service for a 10K+ user base.

Utility Computing, Sun Microsystems (Broomfield Colorado, United States) Provided Quality Assurance program solution for the Utility Computing GA product release, and sustaining engineering phases. This was the prototype for Sun Microsystems' grid computing web service offering.

Talent Flow and Career Site Migration, Brainhunter (Toronto Ontario, Canada) Provided Quality Assurance program solution for the Talent Flow and Career Site migration, performance study, network security study, and sustaining engineering phases. This is deployed as a plug-in secure web service to over 100+ customer web-portals.

Back Office Management System, Brainhunter (Toronto Ontario, Canada) Provided a Quality Assurance program solution for the Brainhunter Back Office product, performance study, and sustaining engineering phases. This provides a large-scale web-solution for an advanced contract management, financial accounting, and time-sheet tracking system.

Legacy System Test Automation, ING (Montreal Quebec, Canada) Advised on automated Mercury toolset and provided training and setup. Assisted in the testing of a web interface for legacy software.

Defense System Test Automation, General Dynamics (Ottawa Ontario, Canada) Advised on automated Mercury toolset, and provided training and setup consultation. Advised on the automated software testing for a defense legacy system.

QA Services Seven-Fold Advantage

1. Can provide a fully managed turn-key QA service or an integrated remote project QA test service. Can get a high productive QA service up and running fast. Considerable cost savings are realized by less management burden, minimal training, no business tool licenses or maintenance, and less office space.
2. Have in-house QA test lab with extensive set of QA automation tools. Can set up and maintain a software testbed in-house or remotely. More cost savings are realized through no hardware and software testbed ownership; a benefit realized from the first day of the project.
3. We are Mercury Interactive resellers. Can provide a turn-key industry standard Mercury Interactive enterprise class test solution to handle the most demanding target test environments.
4. Our in-house .Net and Java developers, Oracle DBAs, Linux/Unix certified staff, and network System Administrators support our QA efforts. Free QA technical support provides a minimum 10% cost savings off of the QA budget.
5. Our local Brainhunter staffing agents can quickly find additional resources as needed. Our team can quickly and effectively train and ramp-up new staff in-house or on-site. Projects planning risks are less when they include a "flexible resource level option" able to ramp up quickly to cover the unanticipated work requests.
6. US organizations benefit from a Canadian nearshore solution since the lower Canadian dollar typically provides a 25% or greater cost savings. The IT skills, culture, business practices, laws, and tax structure are similar to the US so the 25% savings is on the bottom line.
7. We have an offshore partner for those interested in an offshore solution or mixed nearshore and offshore "smart sourcing" solution. Can provide either approach for a cost effective QA solution.





Quality Assurance Service Offerings

We provide a comprehensive Software QA program, extensive enough to satisfy the most demanding Quality Assurance project criteria. The following list provides a line item overview of some of our notable Quality Assurance capabilities.

Quality Assurance System Planning

1. Quality System Plan - quality project plan outlining the management, resources, tools, methods, milestones, and deliverables required for the project.
2. Software Test Plan - plan detailing the required tests and verifications for a release or build.
3. Quality Metrics Plan - a subset plan of the quality system plan focusing on metrics including the metrics sets, quality targets, reporting and reviews.
7. Stress Test - tests to verify software under heavy loads and extreme conditions.
8. System Reliability Demonstration - the software's reliable operation is observed in a system context over an extended period of time.
9. Software Reporting - management level report summarizing the Quality Assurance: activities conducted, results, findings and conclusions.

Quality Assurance Verification

1. Design Reviews - reviews that assess the system requirements and software design.
2. Software Configuration Control Reviews - reviews focused on quality defect tracking and status, baseline tracking, as-built documentation and milestone deliverables.

Quality Assurance Validation Activities

1. Code Validation - inspections that verify the code against applicable standards.
2. Code Complexity Analysis - mathematical assessments of code quality.
3. Unit Test - tests that verify the quality of the code at the unit level.
4. White-Box Integration Test - tests to verify the integrated software's internal behavior.
5. Black-Box Integration Test - tests to verify the integrated software's external behavior.
6. Functional and Operational Test - tests to verify the software's operational behavior and functional correctness.

Quality Assurance Software Release Activities

1. Functional and Physical Configuration Audit - audit of the software's functional integrity and its configuration specification and control.
2. Test Readiness Review - a critical review of the pre-test artifacts.
3. Test Results Review, and/or Go/No-Go Risk Assessment - a critical review of the verification findings, test results and associated risks with a candidate software release.
4. Customer/User Acceptance - a qualification review with the customer of the deliverables and required outputs, and their supporting materials and documentation.
5. Lessons Learned Report - a report that lists the failed approaches, successful strategies employed on a project and improvement recommendations for the future.

Quality Metrics

1. Quality Confidence Indicators - a dashboard set of indicators of observed quality parameters for a software release.
2. Process Quality Indicators - a dashboard set of indicators for process quality parameters of the project software life-cycle.
3. System Reliability/Availability Measurements - system measurements of error free operation.





QA Services for Today's Latest Technologies

Our QA team has experience in providing Quality Assurance for

- Web services: B2B (Business to Business), e-Commerce, financial, legal, and more.
- N-tier web technologies: Java J2EE/J2SE, MS .Net/ASP, XML/SOAP, Perl/CGI, and more.
- Secure networks: Firewalls, VPNs, secure proxies, digital certificates, encryption schemes, etc.
- Scalable networks: clustered web-servers, multi-domain controllers, grid computing, WANs, etc.
- Multi-OS web applications: Solaris SPARC, Solaris X86, Linux, Unix flavours, MS Windows, and more
- Oracle web services including those for large-scale datafarms.

Our QA team has expertise with budget and advanced QA productivity tools, including

- Code validators, code complexity analyzers, code coverage analyzers, etc.
- Automated unit test tools, automated white-box test tools, etc.
- Network analyzers, network threat analyzers, reverse proxies, VPNs, firewalls, etc.
- Customizing platform portable Perl scripted tools, Java customized tools and wrappers, etc.
- Link validators, web GUI test tools, system performance monitors, load test tools, etc.
- We have a multi-user Empirix E-Tester testbed in-house for web-GUI testing
- As Mercury Interactive resellers, we deliver, install, and run a variety of their suite offerings.

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