

Fast detection of causes for the improper operation of the software

The Case

Your company has finished the development of the software product working with a database. The QA department has carried out all the necessary checks and you have sent the product to the client.

But the customer informs about the improper operation of the product. You have to identify the causes of operation failure and fix them as soon as possible. Normally this requires considerable team efforts and time consumption. Eventually you realize that the cause of the problems is in the differences between the R&D environment and the customer's databases. However the search for the differences may also require involvement of considerable resources for a notable lapse of time. This does not impact on your company in a best way.

Main goals to be achieved

- Databases comparison;
- Promptness and accuracy of the identification of differences between the tested databases;
- Improving of the support department's operational efficiency;
- Accuracy and unambiguity of the fixation of differences between the tested databases;

Our solution is

Use **Cross-Database Studio** in order to compare R&D environment databases with the customer's database and to generate SQL synchronization scripts:

1. Compare your R&D environment database with the consumer's production database in order to get a detailed report about the found differences in table structures, primary keys, indexes, foreign keys, data (the list of the objects of comparison is defined by perforce);
2. Analyze the received reports with a view to the significance of the discovered differences. If the found differences between the databases are considerable – act to change the customer's database. In most cases several changes are sufficient to enable your software product to operate in a quality and stable manner without causing damage to the customer's database.

Advantage of our solution

Dramatically reduces the time needed for the detection of causes of the software product's improper operation, and as a consequence – significantly cuts the time for the localization of the software product at the customer's.

- The found differences between the compared databases are accurate, informative and undifferentiated.
- Improves the quality of the support department's operation and enhances the reaction speed on customer's requests and claims.