



Meridian Knowledge Solutions,
LLC
Chantilly, VA
www.meridianksi.com

Industry:

High Technology

Annual Revenue:

US\$13 million

Employees:

80

Oracle Products & Services:

Oracle Enterprise Manager
Oracle Application Testing
Oracle Test Manager for Web Applications
Oracle Database

“Oracle Test Manager for Web Applications is a relatively low-cost solution compared to similar solutions from other vendors, and it supports almost all aspects of our product development lifecycle. It is an extremely low maintenance and dependable solution. It helps us deliver high quality software faster while requiring very little time and effort to manage.” – James Downs, Product Quality Assurance Manager, Meridian Knowledge Solutions

Meridian Knowledge Solutions, LLC Streamlines Application Testing and Reduces Product Complaints

Meridian Knowledge Solutions, LLC, a wholly-owned subsidiary of Visionary Integration Professionals, is a leading provider of learning management system (LMS) and learning content management system software. Meridian serves 4.5 million users at more than 200 public and private sector organizations. Its flagship product, Meridian Global LMS, integrates learning content management, workforce analytics, knowledge management, and competency modeling into one LMS. Quality assurance is one of the company’s highest priorities.

Challenges

- Redefine the responsibilities and accountability of quality assurance, particularly with the Meridian Global LMS product
- Meet customer needs to deploy applications faster, at lower cost and risk, and with higher quality of service
- Keep up with constant code changes, requirement updates, and product scope tangents

Solution

- Implemented Oracle Test Manager for Web Applications to gain a single, real-time interface to make the entire application testing lifecycle more efficient
- Supported proven methods for control processes, testing, documentation, and review procedures, as well as creating templates and guidelines for QA deliverables
- Unified requirements, test management, and defect tracking, significantly improving traceability
- Increased efficiency with instant traceability and easy reuse and optimization of tests, saving days on every release
- Reduced customer complaints about product defects from approximately 20%-40% to less than 5% of total feedback calls
- Accelerated finding and fixing product bugs and automated changes across all instances, saving hours per change
- Replaced a time-consuming reporting process for factors such as product status, defect resolution rate, and test/issue ownership with dashboards that can deliver reports in minutes
- Gained the flexibility to meet any type of federal regulation or industry standard that may be necessary for applications
- Benefited from a cost-effective, dependable, and easy-to-manage solution that keeps customer prices low, while increasing product quality and functionality