



Mohegan Sun Automation Projects Case Study

Mohegan Sun is the world's second-largest casino and is one of the grandest entertainment complexes in the US. Operated by the Mohegan Indian Tribe, Mohegan Sun includes hotels, casinos, concert halls, sports facilities, restaurants, and retail shopping. With over 10,000 employees and \$1.75 billion in annual revenues, Mohegan Sun has been expanding its properties and business ventures steadily since it began operations in 1996.

In 2005, Mohegan Sun retained Telesis to do a QA Test Automation assessment, analyzing the six major internal software applications that Mohegan Sun relied on to run its business from an ROI (return on investment) perspective. Telesis found that Mohegan Sun's testing organization would benefit from both a testing tool and the processes that Mohegan Sun would have to implement to properly automate the testing process. While Telesis recommended automating testing for all six applications, it also recommended that Mohegan Sun begin with the largest ROI payback application with the most risk factors.

Subsequent to the Assessment work, Telesis was retained to automate "smoke-testing" for a critical application, which included software that runs patron management, casino accounting, and the main bank. Automating this "smoke test" returned an ROI average of \$5.46 for every dollar invested for automation.

Telesis assessed Mohegan Sun's existing automation tool, IBM/Rational Robot, against several other tools as the solution to the casino's automation needs. Telesis first identified the top 13 critical tool attributes that Mohegan Sun needed, and then measured several test tools against these criteria. Telesis also compared the costs to automate development activities using the tools, as well as maintenance costs, based upon eight criteria. Telesis concluded that Mohegan Sun should use HP/Mercury Interactive's QuickTest Professional (QTP) for its functional and regression testing. Telesis obtained a 30% discounted price for the tool on behalf of Mohegan Sun.

Subsequently, Telesis provided over a year of service assisting Mohegan Sun with implementing its automated testing. One specific project was establishing an automated regression test facility (RTF). This included a repeatable test library to support all regression test efforts across multiple application test phases and versions. Telesis utilized QTP and production data to populate the RTF. The responsibilities and skills/experience of the people in the RTF were outlined, as well as an assessment of Mohegan Sun's current automation testers. Telesis also made recommendation for test automation and maximizing the ROI for testing automation.

Last, Telesis suggested, advised and implemented methods and processes to improve Mohegan Sun's existing test coverage and test effectiveness, such as: adding more testing resources with QTP experience and separating the test environments and test data from the training and development environments.

According to Karen Champagne, the QA Manager at Mohegan Sun at the time, "We really liked the way Telesis jumped in and provided a practical, hands-on approach to automation. We were thrilled with the ROI we got from automating, too. We saw a marked increase in our testing coverage, enhanced customer satisfaction, and a much more effective software testing organization, as a result of working with Telesis."