
Success story

**Abstracta Assists
Leading Supermarket
Chain in Finding and
Correcting Severe
Incidents in Operations
System Before Go-live**

**macro
mercado** 

abstracta 
above all, about quality



MacroMercado Case Study

Macromercado is one of the leading supermarket chains in Uruguay. It all started in 1922 with a grocery store, then in 1990 it opened a “large scale” shopping center. Today it has seven locations: five in Montevideo, one in Punta del Este and one in Rivera. Macromercado’s operations are supported by a set of proprietary systems developed with **GeneXus** technology.



The Problem



During 2014, Macromercado needed to update its systems in order to upgrade to GeneXus X Evo 2. The first stage of this update involved several changes to Macromercado’s system to include new branches and product codes. It was important to ensure the continuity of the tasks in all sectors of the company during the occurrence of these changes.





Our Solution

Abstracta took care of all QA activities during the project and in the end, all scheduled tasks were completed and the proposed objectives were met. It was possible to install a version of the system that allowed the creation of new products and branches while the company continued to operate smoothly.

Abstracta contributed to the project by incorporating a testing methodology, documenting and testing the system, improving incident management, and got to know and listen to the users.

The project objectives were achieved by working together with the development team and by generating a good working environment.



Tools

In the testing activities that we carried out, we used the following tools:



- **TestLink** to manage and maintain test cases
- **Mantis Bug Tracker** for managing incidents
- **Trello** for task management.



A+ Results

Abstracta detected and eliminated high severity incidents before the go-live of MacroMercado's system update by building the system requirements specification and implementing a testing methodology using a proper test environment.

Several incidents were detected previous to the go-live of the system (209 in total), thus avoiding a negative impact on the company's operations. A high percentage of the incidents were of major severity (61%).

In each successive iteration, there were fewer incidents reported by our team, which was a result of the work done together with the development team to not only "discover" incidents, but also verify that they had been corrected.

Our team helped to build the system requirements specification which details how the system is supposed to function.

To do so, we conducted several interviews with users and developers who, at the time, were the only ones who knew how the system was supposed to function. Not having a formal list of requirements entailed a big risk for the company and so, by building it, Abstracta helped to eliminate that risk.



“Abstracta was very focused on testing and open to learning about the functioning of our operations and system in general, something that for our circumstances, added a lot of value and helped to reduce the associated business risk.”

PABLO GRATTAROLA
IT/IS MANAGER AT MACROMERCADO MAYORISTA S.A

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