

# Orasi Provides the Experience Necessary to *Solve Support Issues* for a Leading Worldwide Provider of Navigation

CASE STUDY:  
PROVIDER OF NAVIGATION  
WORLDWIDE



## CUSTOMER PROFILE

A leading worldwide provider of navigation, “the company” is committed to making superior products for automotive, aviation, marine, outdoor and fitness markets that are an essential part of their customers’ lives.

## COMPANY PROFILE

A leading worldwide provider of navigation, “the company” is committed to making superior products for automotive, aviation, marine, outdoor and fitness markets that are an essential part of their customers’ lives. They have more than 9,200 associates in 35 offices worldwide.

Their user-friendly products are not only sought after for their compelling design, superior quality and best value, but they also have innovative features that enhance the lives of their customers.

## THE CHALLENGE/SITUATION

The company had previous support cases with Orasi as a JIRA Bridge support customer for the past two years and recently became an Orasi Micro Focus support customer.

QC/ALM 11 contains a newer, complex report mechanism called a “Project Report”. This is where the issue arose in this particular case. This type of report essentially uses building blocks (MS-Word sub-template files) strung together, with each containing a different dataset. Each sub-template provides a table of fields retrievable from the database. The challenge began with a customized template issue; the customer logging the case inherited the template from a co-worker and didn’t have ownership of the template or its creation and was having issues with MS-Word’s paragraph numbering and table of contents behavior in the final generated document.

“We had been running into this issue for two months,” said Keith Jacobs, IT - Software QA Specialist 3 at the company.

He turned to Orasi Support where our support engineer, Paul Oberly, was able to help because he had previous experience with CaliberRM and other tools that created documents in this fashion, which provided him with the knowledge to solve the issue.

“I tried a classic troubleshooting technique,” said Oberly. “Sometimes you have to stand back from the problem and take a fresh look at it.”

Oberly re-created the template (from scratch) for comparison, and was able to explain the problems because of his historical knowledge of other tools Orasi had worked with (ex: CaliberRM) that automated the production of reports in Microsoft Word using templates. He realized that the customer’s issue was that the styles were not behaving correctly in the overall document template, thereby creating paragraph numbering and Table of Contents errors. Therefore it was a Word problem, not an Micro Focus QC problem; which is why other support companies weren’t able to solve it.

After months of running into the same issue, “Orasi Support provided a solution in just two days; outstanding support!” said Jacobs.



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*"In our first two weeks with Orasi Support, the assistance has been top-notch. Great support across the board!"*

- Keith Jacobs,  
IT - Software QA Specialist 3

## THE SOLUTION

Our goal at Orasi is to exceed customer expectations, through our commitment to understanding your business and meeting software support needs.

"In our first two weeks with Orasi Support, the assistance has been top-notch," said Jacobs. "Great support across the board!"

The majority of Orasi Software's support engineers have 10+ years of experience with Micro Focus Quality Assurance tools and all of them hold certifications from Micro Focus in their areas of expertise.

"We've been there before, on-site handling the same or similar issues," said Oberly. "That's what differentiates Orasi Support from the rest."

All in all, the key Orasi advantage is their personal approach to client communication, along with being local. Customers appreciate that Orasi has an all US-based support staff with no offshore resources.

"Orasi's full-time, dedicated support staff consists of Senior Engineers totaling over 120 years of consulting and support experience with the Micro Focus Testing Solutions; even during peak times our response times are within two hours," said David Rumley, AVP of Support Delivery at Orasi Software. "Our 5+ year track record of customer satisfaction is accomplished by quickly getting to the root cause of the issue. That's exactly what Paul did with this case. With strong troubleshooting ability and a wealth of knowledge and experience, we handle 98 percent of the cases we get in the door without having to escalate to level 2."

## ABOUT ORASI SOFTWARE, INC.

Orasi is an Atlanta-based software reseller and professional services company focused on enterprise software quality testing and management. An Micro Focus Platinum Partner, Orasi resells products and offers certified consulting services for Micro Focus Application Lifecycle Management (ALM) solutions, as well as mobile testing, Micro Focus Enterprise Security, and cloud-based performance testing and monitoring solutions. Orasi also provides standard software support, acting as the customer's single point of contact and coordinating the efforts of local support teams and Micro Focus Support. For more information, visit Orasi's web site at [www.orasi.com](http://www.orasi.com).

EyeOnTesting.com, a "Software Testing Community" run site, is one of numerous projects underway to ensure that Orasi supports its customers and the software testing community in the best way possible. It has some unique features among forum and discussion board sites. That being said, EyeOnTesting.com is not a discussion board, it is a site where detailed and specific questions about Micro Focus Software Testing tools, and testing in general, can be asked and answered.

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For more information or to sign up for  
Micro Focus Support provided by Orasi, email  
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