

NGO

Case Study

Handled end-to-end manual testing for IJM

Client Overview

IJM stands for the International Justice Mission and is a global, faith-based, non-profit organization dedicated to ending violence and exploitation against people in poverty.

It functions as a human rights and anti-slavery agency, working with local authorities to rescue victims of forced labor and sexual exploitation, hold perpetrators accountable, and strengthen public justice systems in developing countries.

Project Overview

- Limited visibility and major usability challenges with the legacy IJM Direct system
- Partners struggled with routine tasks like case creation, victim form submission, and legal file management

Our solution

- Developed the Partner Portal (MVP1) to streamline partner operations
- Simplified daily workflows, improved speed, and enhanced user experience

Scope of work

- **Software Development & Integration** – Built portal and connected with IJM backend
- **Quality Assurance** – Conducted manual testing for end-to-end validation
- **Client Collaboration** – Gathered requirements and implemented enhancements

Key Deliverables

- **Coordinated** with clients, business analysts, and offshore teams to align on requirements and prepare detailed test plans and approaches
- **Validated** Salesforce data security and sharing rules, including users, profiles, role hierarchies, and permission sets across user profiles and public groups
- **Tested** Salesforce standard objects (Cases, Accounts, Contacts, Opportunities) as well as custom objects, page layouts, and field validations, ensuring proper access control based on defined profiles

Technologies / Tools Used

Salesforce development

- Designed and deployed the Partner Portal using Salesforce solution

Impact / Results

Outcome/Improvement for the Client

- Improved visibility into partner operations and streamlined daily tasks
- Enhanced user experience with a faster, more intuitive portal
- Ensured secure data access through Salesforce roles and permissions

Measurable / Qualitative Impact

- Reduced time to complete routine tasks by over 50%
- Increased efficiency and minimized manual errors
- Boosted partner adoption and client satisfaction through ease of use

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