

CASE STUDY

Leading University Expands Mobile Platform Adoption, Decreases Cost with Mobile Testing Services

Challenges

The development team at a top university consistently works under tight deadlines, relying on lightning-fast release cycles in order to push multiple new features to their users each week. As a result, the turnaround time for QA testing is typically less than 24 hours.

With large amounts of traffic pouring in from many different operating systems and device configurations, our client requires that new features are tested for both iOS and Android, across all supported mobile and tablet types. Plus, existing features need to be tested (and double-checked) to verify that they work as intended with the new functionality.

An added challenge was the lack of existing documentation around QA methodology and the need to establish an efficient, reliable process for checking the quality of the code and the health of the product.

Solutions

Mobile Testing

By partnering with QASource, our client has access to a dedicated team of mobile testing experts, all well-versed in the ins and outs of iOS, Android, and tablet functionality.

The mobile testing lab, outfitted with every operating system and device configuration imaginable, allows the team to satisfy all of the testing requirements in record time.

About Our Client

A top university provides a popular, highly-trafficked product built to connect faculty and students. Mobile usage of the app is high, with users logging in and engaging from a variety of different devices (iOS, iPads, and Android) on a continuous, 24/7 basis.

Industry
University and Education

Mobile Testing Services
Solutions

iOS, Android
Technical Landscape

TCMS, JIRA
Tools



Scalable Team

QASource provided the client with QA engineers that complemented their existing development and product delivery team, without adding any unnecessary headcount or exceeding the budget.

They started with one QA Lead and one QA Engineer, and ramped up and down as needed. This flexibility is particularly useful during major releases or when there is a need for expertise in a particular domain.

Test Tracking Tools

To help provide real-time status updates on the progress of test execution, QASource provided the client with continuous access to a customized system for automating and managing test cases.

Results

- Higher quality features across all required configurations
- Cost savings in resource recruitment and product training
- More efficient test case distribution, execution, tracking and maintenance
- Fewer QA bottlenecks during release cycles
- Established knowledge base and documentation for future releases
- Improved retention and expanded customer base

