

Shore Group Associates Case Study: Arms-Length QA Testing



Solutions Used

- Impartial QA function
- Improved communication via Shore project managers
- Rapid development cycles
- Specification and test-case writing assistance

SUMMARY

Shore served as a white-labeled development partner for a multimedia company. This included both database, as well as web and app-based development. The company instituted rapid development life cycles, requiring close interaction between Shore's US-based project managers, its offshore staff and the client team based on Canada's west coast.

PROBLEM

Decreasing client satisfaction levels due to poor user experience of web product used by clients to submit work orders as code quality had deteriorated. Quality assurance responsibilities had been assigned to software engineering team (due to capacity constraints)

IMPLEMENTATION

- Created dedicated QA team
- Team staffed from Shore's existing bench of QA associates, allowing for immediate utilization (no implementation lag due to hiring, training, etc.)
- Drafted use cases and test plans for all screens / functionality
- Performed regression and load testing across multiple operating systems and browsers
- Prepared comprehensive scorecard and detailed report documenting product gaps and engineering bugs

RESULTS

Delivered prioritized list of bugs to software engineering team for repair ahead of GA/production release. Achieved positive ROI within 60 days -- improved user experience led to increased utilization of work order request tool by clients and new/incremental billings.

**For more information
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