CASE STUDY

Open Source Software Solutions Leader Accelerates Salesforce Integrations With Continuous Automation Testing

> "With QASource, our quality immediately went up. They became part of our team and have been an extremely valuable, trusted partner in terms of reliability, communication and continuity."
>
> - Tiaan Kruger, IT Delivery Manager

Challenges

Thanks to Salesforce, this leading open source software solutions provider has facilitated a streamlined sales process for fifteen years. Exceeding customer service expectations means more business, calling for their development team to expand their utilization of Salesforce.

They could handle the increased internal demand to integrate large assets and complex features into Salesforce. However, there were challenges with retaining full-time talent. A fast-paced development environment required extensive QA automation testing-something that their in-house team couldn't fully support at the time. Their biggest challenge was finding a long term and dedicated team that could quickly understand their systems and processes.

To fulfill this requirement, they chose to partner with QASource to manage the automated testing process for all Salesforce-related development.

About Our Client

The client is a leading provider of open source software solutions for enterprise-level businesses. Their focus is to deliver high-performing, reliable hybrid cloud, Linux, container and Kubernetes technologies through a community-driven approach. They excel in helping customers integrate new and existing IT applications, standardize across environments and develop cloud-native applications.

Industry
Computer Software

50%
Reduction in Automation Testing Cost

0
Major Production Bugs After Every Release

150%
Value in Automated Testing Reports

Solutions

Team Structure

QASource provided a dedicated team of subject matter experts (SMEs) to take the lead on the client's automated testing process. The client's development team worked closely with these SMEs on a daily basis who managed and coordinated all automation testing during every cycle.

Automation Testing

QASource ran an increasing catalog of automated test cases on complex logic, adding to it with each development cycle. Because of the team's expertise, they performed automation testing at a faster rate while maintaining effective results.

Reporting

The QASource team delivered full transparency with nightly status reports as well as monthly reviews detailing performed automation test cases and management of time and resources.

Results

- Continuous automation testing to support every Salesforce release
- No major bugs uncovered across all integration launches
- Daily communication on cycle expectation and status updates
- Ongoing reporting of bugs, issues and any task failures during automated testing process
- Reduced cost of automation testing by 50%, enabling the client to double the size of their testing team with people that were on par or better than local talent in terms of experience, skill, longevity and communication.

To speak with a specialist, please visit qasource.com