QASOURCE
Quality That Creates Value

CASE STUDY
Email Communications Leader Builds an Airtight Manual Testing Process With QASource

Challenges

Our clients mission was to help customers build out best-in-class email processes and clear communication streams. But to effectively deliver on that mission, they needed to focus on their own processes around software QA and prevent security vulnerabilities.

Their main goals included expanding their product's feature sets, creating new test plans, and building a better QA process to edge out the competition.

All of those goals came with challenges:

- Short testing cycles
- No proper documentation or specifications
- The need to upgrade to a new platform/environment
- Complex integrations required careful testing of new and existing features

Solutions

Exploratory and Integration Testing
Because the client lacked proper documentation and specifications, we thoroughly explored the application to understand all the workflows. When developing new functionality, our team carefully tested how it integrated with existing features.

Smoke and Regression Testing
We helped create high-level smoke and regression tests to help test new builds. We executed these manually, but they could be automated to save more time in the future.

About Our Client

Our client is a leading provider of marketing email services. They help customers from small business to enterprises-customize and deliver important messages to their intended audience.

Industry
Marketing and Communications

25,000+
Defects Discovered

18,000+
Test Cases

75
High-Risk Security Defects Reported

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Security Testing

To help uncover any hidden security issues, we performed basic manual security testing. We flagged all of the high-priority issues for the client team.

Results

- Over 18,000 test cases were created for verifying the product on QA, staging, and production environments
- More than 25,000 defects were reported to the client team
- 75 high-priority security defects reported
- Implemented new processes for better management of test cases, builds, and defects
- Sprint cycles were shortened and releases sped up to bi-weekly

To speak with a specialist, please visit qasource.com