



“In an uncertain market, how can I increase my QA capabilities while managing the cost of Quality?”

Over the past decade, Software Quality Assurance reached new heights as far as its importance in the Software Development Life Cycle. As the start of the 2020's have provided some unpredictable challenges, top IT organizations will strive to find ways to improve their QA Capabilities, while managing the cost of Quality.

A consistent challenge organizations face is available and affordable talent to perform QA work, regardless of the state of the market. Even more difficult is finding talent that aligns with the goals and culture of the organization, communicates well, and truly focuses on the satisfaction of the end user as opposed to merely finding defects.

Success stories like this are great examples of the positive outcomes that happen when working with an onshore Quality partner.

BACKGROUND

A large multimedia company based in San Francisco had worked with an offshore provider for several years to provide desktop and mobile testing. The offshore provider insisted on a 20 person testing team for them to have success. The offshore testing team was responsible for manual and automated testing both creating and executing the test cases/scripts.

PRIMARY ISSUES

The multimedia company made the decision not to hire local FTE QA professionals or utilize local QA consulting services, as the cost of living of the Bay Area along with the hyper-competitive market for technology professionals drove up the cost of QA to highly undesirable levels.

After several years, the company was consistently unhappy with their offshore provider based on their productivity and reporting transparency. Their testing and reporting were consistently inaccurate and showed limited test coverage, traceability or test case creation. The offshore testing team's inability to create efficient test cases and find meaningful defects month after month provided limited value. As the company also shifted to Agile Development the offshore testing model caused issues with the time difference and timely availability of resources (not to mention the high rate of turnover of those resources). Based on the lack of value and poor performance the company started looking for a new solution.

SOLUTION

The VP of Software Development at the company wanted to shift to a Nearshore Solution, and chose tapQA's "tapLAKESHORE" solution - utilizing consultants primarily based in Minneapolis, Minnesota, as well as some remote consultants.

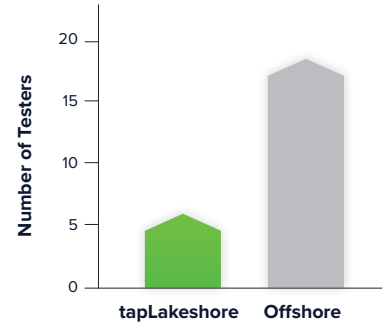
tapQA emulated the offshore model by creating a team of a small number of veteran consultants complimented by a larger number of highly-trained associate-level consultants to create a blended rate similar to offshore, but with more transparency, better communication, a better culture fit, and ability to work during the same hours as the client, with only a two-hour difference in time zones.

tapQA's consultants worked out of the Minneapolis-based "Quality Headquarters" ("QHQA"), or remotely via several communications channels. This proved to be a great fit for the company's Agile environment as the team matches the working hours for the company.

OUTCOME

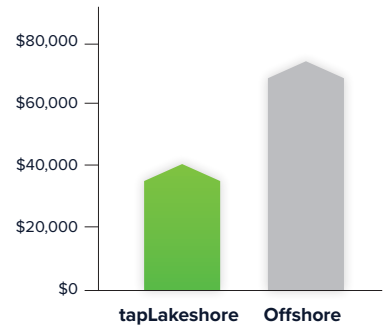
HUMAN CAPITAL

tapQA utilized a team of seven testers, 13 less than the offshore team. This reduced the overall number of testers by 65%, and proved to be a much more manageable team.



MONTHLY COST

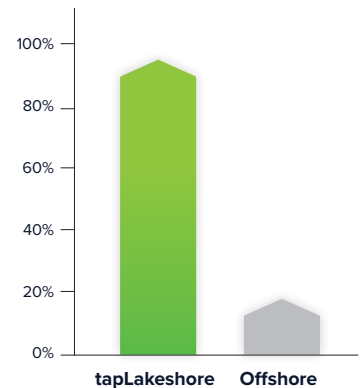
Based on a smaller, more capable team, the overall cost was reduced by 45%.



PRODUCTIVITY

After analyzing the offshore team's work, the company found that they were only providing 9% coverage, due to inefficiencies, lack of transparency in reporting, and consistent turnover in the individuals providing the work.

tapQA increased the coverage to over 90% within six months. tapQA introduced a redesigned automation framework to enhance productivity and effectiveness. tapQA was also able to improve upon the number of platforms the offshore team was testing on. The offshore team tested desktop and mobile. tapQA tested desktop and mobile, but added testing for television, automobiles, machines, and wearable technology.



THE RESULT

The tapLAKESHORE solution cut costs by 45%, reduced resources by 65%, tripled the number of platforms the offshore team was testing, and increased coverage by 85%.

CONCLUSION

The company was extremely pleased with the increased productivity, improved communication, renewed focus on end-user satisfaction, and dramatically better test coverage – all for an even lower cost than their previous offshore testing provider. tapQA remains the company's onshore testing provider to this day, after several years of a successful partnership!