

Why a Strategic Quality Partner Is a Better Choice Than A Traditional Tech Staffing Firm



“When it comes to getting help building a Quality Organization, what are the benefits of using a Strategic Quality Partner as opposed to a larger tech staffing organization?”

In a competitive technology product and application market, those companies that focus on end-user satisfaction have greater customer adoption. QA Organizations have thus become strategic drivers of product success more so than ever before.

This decade, tech organizations have reaped great benefits by turning to Strategic Quality Partners to build their QA strategy and their testing teams as opposed to using a traditional tech staffing firm.

Success stories like this are great examples of the benefits an organization gain by working with a partner specifically focused on Software Quality.

BACKGROUND

A Fortune 500 retailer based in the West Coast was seeking a partnership to help build out a strategic QA roadmap, and develop test governance, best practices and standards to support the implementation of a new eCommerce platform. The Company had a newly formed technology management team and was tasked with finding the best way to execute their strategic objectives, train current Quality team members, and build a larger, stronger, QA Organization.

PRIMARY ISSUES

The Company had traditionally used two large international tech staffing companies with a larger local presence to fill positions within their QA Organization. Over time, the Company had grown frustrated with the time it took to fill these roles, along with the overall inconsistency in working with two different vendors whose resources didn't fit the culture of the Company. Additionally, the two firms struggled to provide any expertise in Quality Strategy and Leadership.

EVALUATION

The Company held an RFP inviting the two incumbent firms, along with two of the world's largest Global Technology Services companies, and tapQA, a specialized Software Testing Consulting Services firm. The companies were evaluated on the following criteria:

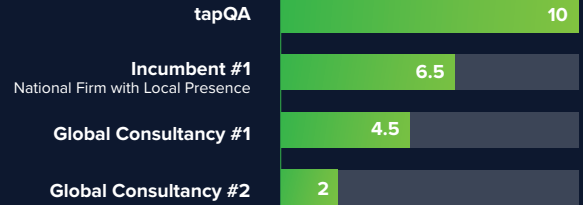
- Education / Training
- Industry Recognition
- Pricing
- Relationship / Understanding of Company Culture
- Track Record of Providing Talent Consultants
- Turnaround Time in filling Software Testing Roles
- Specific focus on Software Testing / QA Strategy
- Work Location Models / Presence of Local Office

**For a full listing of evaluation criteria, please contact tapQA*

SOLUTION

tapQA was selected to be the Company's Strategic Quality Partner after scoring highest in the RFP evaluation.

Final Results



**Incumbent #2 was eliminated from consideration during evaluation process*

OUTCOMES

Strategic QA Roadmap

The collaboration and partnership that tapQA developed with the Company was a much higher caliber than had previously been experienced with other staffing firms. tapQA consultants quickly developed the trust within the team to gain consensus and build a Quality Roadmap for the organization. tapQA also enabled additional considerations for extended support and development of test automation initiatives.

Response Time in Filling Roles

The response time and active engagement from tapQA deepened the trust within Company leadership. tapQA consultants quickly stood out from resources from other staffing companies as having higher value in their contributions and capability. The Company was so confident in the recruiting and vetting processes at tapQA that they hired consultants based on tapQA recommendation, shortening the interview process and decreasing the time it took to fill Software Testing roles.

THE RESULT

With their laser-focus on Software Testing and Quality, tapQA provided the Quality Roadmap and test governance for the Company, and became the sole source for manual and automated test consultants. This provided the following benefits:

- A consistent strategy and set of Quality standards and best practices
- A trusted advisor for leadership on process, automation, strategic direction and training
- Greater consensus across leadership and project teams resulting in increased success on project delivery
- Vastly improved time to fill critical test positions, with higher quality consultants

"I used to get bombarded with resumes for my open positions and I'd have to do multiple interviews to find qualified candidates. Once we started working with tapQA, my interview cycles were cut down dramatically as their people were much higher caliber. They really understood what we were looking for."

- Sr. QA Manager, eCommerce