



CASE STUDY

# Managed QA Services with Staff Augmentation

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## The Client

The client is an educational children's toy company that started out selling their products on Ebay. The business quickly grew, and they hired a third party e-commerce development and hosting company to develop the site on which they sell their products. The hosting company currently maintains a desktop and mobile web storefront for the client's product, as well as an API to support the client's mobile development and the many databases and backend systems needed to track and manage the client's inventory.

## The Issue

After the site was launched, the company continued to grow. To meet the needs of their target audience, they required more control over their e-commerce solutions, as well as the ability to create customized native mobile apps to improve the buying experience of their customers. Because of their changing needs and continued growth, the company created a technology department and moved development, hosting, and QA in house.

In the first instance a small QA team was created to begin with, but the company identified the need for additional QA staff to ensure a seamless transfer from the hosted site to the site they would host and develop. The client found it difficult to hire qualified and affordable QA engineers in a region that has many large tech companies competing for technical resources.

## The Solution

The client's QA Manager's positive experience working with QualityLogic at a previous employer led them to approach QualityLogic to provide the talent they were looking for as a stop-gap until they were able to find the talent locally.

QualityLogic was able to provide the resources they were looking for in a timely manner, allowing their development efforts to move forward without being slowed by a lack of skilled QA engineers.

## The Outcome

A QA engineer from QualityLogic was quickly put to work with the client to support testing of their mobile app development, as well as the many changes they made in the design of their desktop and mobile web interfaces.

As development continued, an additional QA engineer from QualityLogic was provided to focus on verifying that the many databases and third-party product management solutions were working in unison to ensure the client's business would be impacted as little as possible during the migration process that followed.

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### For More Information

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