



CASE STUDY

Managed QA Services with Scalable Test Support

The company decided to completely rewrite their system software and extend the capabilities of their product, providing an entirely new look and feel and adding many new features. They needed additional QA resources to manage the large test effort resulting from the product enhancements.



The Product

The product allows users in large organizations to locate and run printers nearby on both wired and wireless networks. The print process is managed so that users do not need to download and install drivers—that is all managed by the system. This allows users who are away from their desks to print documents and retrieve them without having to return to their normal work area. The system also provides the capability for any device, including mobile devices, to print to any printer.

The Issue

The company decided to completely rewrite their system software and extend the capabilities of their product, providing an entirely new look and feel and adding many new features. They needed additional QA resources to manage the large test effort resulting from the product enhancements.

The Solution

QualityLogic had worked with this company previously for testing unrelated to this new effort. Having met and exceeded their expectations, QualityLogic was engaged to provide managed QA resources.

The QA resource requirements started out small with the overall effort expected to last only a couple of months. When the initial project was completed successfully, the client extended the QualityLogic team's contract by several more months.

Based on the success of this engagement, the client moved additional test responsibility to QualityLogic, doubling the size of the team and extending the schedule.

To be successful with this test effort, QualityLogic test teams created full network printing configurations for multiple server environments. This included many diverse printers, test clients, wired and wireless networks, domain and print servers, and mobile test devices. QualityLogic provided excellent testing service, technical support, and testing environments, which made it possible for the company to pass along the testing responsibility to QualityLogic. This also allowed the company to focus key resources on their development efforts.

QualityLogic provided excellent testing service, technical support, and testing environments, which made it possible for the company to pass along the testing responsibility to QualityLogic. This also allowed the company to focus key resources on their development efforts.

For More Information

Visit www.QualityLogic.com or call +1 208-424-1905