



CASE STUDY

Managed QA Services

QualityLogic became an integral part of the client's QA team and was relied on to perform testing that was originally intended to be handled internally by the client.



The Client

The client provides a variety of printer and related products that are used by a number of major OEMs to enhance and augment their products.

The Issue

The client approached QualityLogic with a need for additional quality assurance expertise to supplement their internal QA team. They needed a company that could understand their products and rapidly integrate into their existing QA environment. The requirement was for a team that could not only execute their existing test cases, but also provide advice on areas that needed more testing focus.

The client also identified a need for additional development resources and looked to QualityLogic to provide a solution.

The Solution

QualityLogic immediately responded by providing an experienced project manager to address the client's needs. A test team of skilled technicians was established, and they were ready to begin testing the product as soon as the first release was made available.

QualityLogic's project manager worked with the client to enhance test plans, providing additional coverage for key areas.

QualityLogic also immediately created a team of test technicians experienced with JavaScript that rapidly familiarized themselves with the appropriate tools and provided the required development support.

The Outcome

The QualityLogic team demonstrated an instant understanding of testing requirements for the mobile printer solution and was able to supply the necessary mobile devices, test technicians, and project oversight to make the project a success.

The team responded to the needs of the client, demonstrating unparalleled flexibility — whether the need was to increase the team size, work weekends, or design new test plans to validate new features. The test plan enhancement proved extremely useful in identifying additional issues.

The development work requested by the client was delivered on time and was accepted. Continuing support for the development work was provided even after the initial team was disbanded.

As the project continued, QualityLogic became an integral part of the client's QA team and was relied on to perform testing that was originally intended to be handled internally by the client.

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For More Information

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