

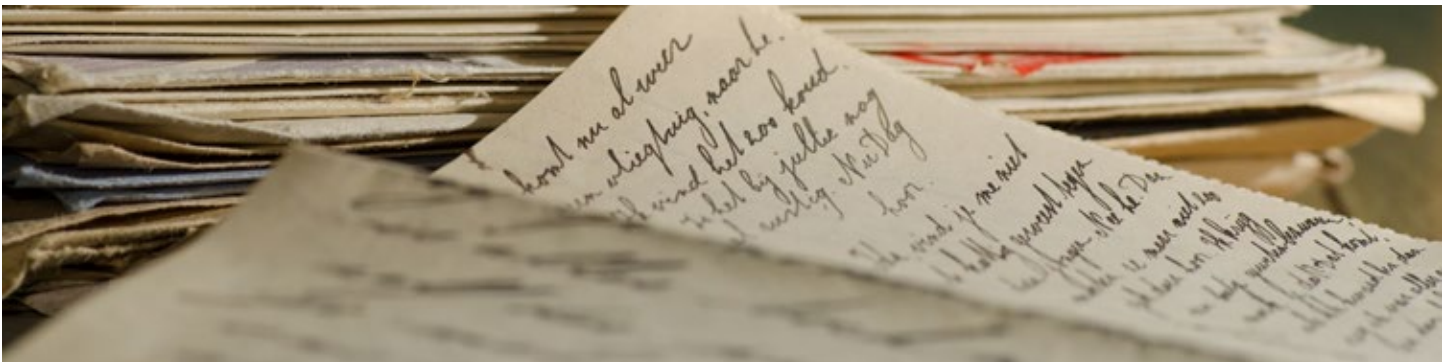
B N D

SUCCESS STORY

Industry: SocialTech

OVERVIEW

Bond is a solution created to send handwritten notes on customizable stationery from your phone or computer. It's a personalized service that allows users to express their thoughts via note and provides them with the ability to reach from one to up to 1000 people in each bulk process. Whether it is for a business or a personal note, Bond can help customers stay connected.



THE NEED

Bond is a fast-moving company that is at the edge of innovation that allows people to connect beyond technology. Their challenge was to ensure that each release provided a high-quality feature list that continued to deliver value to their clients. As they grew, they found their support team handling more technical-related issues than any other type. They had no dedicated resource for testing and found themselves doing manual acceptance testing as their only type of testing. They needed help defining and executing processes that could better identify the quality of their releases. Moreover, they needed help to automated checks to reduce the times on their deployments.

OUR SOLUTION

To solve the immediate and long-term need, TechAID proposed a 3 part solution that included a consultancy, an integrated team of test engineers, and constant advisory to help them along the process. The consultancy identified bottlenecks in their process and lack of integration between departments that resulted in a blurry realized vision of features. We introduced a team of 5 senior test engineers, all with the ability to automated, who integrated themselves with all their internal teams. As the QA team spearheaded the effort in implementing changes to processes, Bond counted with the support of TechAID to gain advice on how to manage challenges related to testing, feature definition, and deployments. Furthermore, we implemented continuous delivery for their platform, safeguarded by automated checks, to improve their deployment times.

HIGHLIGHTED FEATURES OF THE QA SOLUTION

Exploratory Testing

- Approach each project with a context-driven approach
- Maintain cross-training as a priority across all projects
- Developed test cases focused around exploratory test efforts
- Provide detailed bug reports that allow developers to identify the root of the issues and provide fixes with faster turnarounds.
- Executed other types of testing based on our exploratory testing such as (but not limited to):
 - Regression testing
 - Progression testing
 - Negative testing

Automation Framework

- Implemented the following technologies:
 - Python
 - Pytest
 - Allure
 - Circle CI
 - Selenium
 - SauceLabs
- The page-object model implemented to guarantee scalability and maintainability.
- Browser inclusive; solution can run on modern browsers such as Chrome, Safari & Edge.
- Follows a data-driven testing methodology, in order to be able to add more test cases by simply swapping data.
- Implemented continuous delivery with Circle CI and SauceLabs.

Day to Day Highlights

- Testers partake of all scrum and project meetings
- Testers are available during business hours and interact with individual developers as needed.
- Testers maintain communication with the Bond team through Slack, email and Google Hangouts.

RESULTS

TechAID implemented a well defined QA process and a team that integrated seamlessly with Bond. The result was a faster, clearer, and less risky deployment, which in turn delivered more value to their clients.

Due to the improved processes, Bond deploys with no critical bugs which allow developers to concentrate more on delivering new features rather than fixing production show-stopper bugs. With the implementation of continuous delivery and automated checks, Bond decreased the time of deployment. Overall, the test engineers and Bond have developed a synergy that enabled TechAID to introduce a culture and mentality of quality-first and allowed Bond to view the TechAID team as part of their own.

TESTIMONIAL

“TechAID testers are a force to be reckoned with! Immediately upon their arrival, we saw a positive impact. They have helped us keep in check and make better decisions in our product delivery. I would definitely hire them again for future jobs and projects.”

David De Los Santos - Technology Director