Pyroferus Technologies

CASE STUDY
MOBILE APPLICATION TESTING

OBJECTIVE

Mobile app testing which is used for Business Customers, Outlets, Brand Managers, Admin and 24x7 Help Desk Supports

CLIENT PROFILE

The client is a well known player in their online business segment and provides mobile application management services that help business users like customers, outlets, brand managers, admin and help desk supporters.

CHALLENGES FACED

- We faced a number of technical challenges while testing the client application distribution system.

- Process adaptability, initial QA process, and product development was not in sync and managing test results and test planning were difficult.

- It was a challenge to perform application testing, testing on handheld devices, and then automation test suit development.

- Side loading was another core challenge for our testing team. There was another challenge which we faced was the issue of compatibility as the single application would be running in different mobile operating system.

- The issue of device platform compatibility was also taken into consideration, as a single application would be running on different devices, such as mobiles, iPads etc.

- The text inputs were running very slow and cumbersome on different mobile devices.

- Performance test on mobile API/web services also called for greater expertise.

- There was a challenge in providing the application crash logs which could help find bugs.

BUSINESS SITUATION

Our client looked for a reliable QA service provider well equipped to assist in its foray into the mobile application management enterprise market dominated by the new technology and growing end user expectations. Today's business environment is highly dependent on mobile communication. People across all business segments are using mobile applications for business communication, business applications, market places, app management, customer management, payments, etc. It looked for a QA and Testing partner who could help set up their QA and test process and provide one stop testing

PYROFERUS SOLUTIONS

Our mobile application testing team recommended and implemented certain solutions that helped the client overcome the above mentioned challenges.

- Robust system and integration tests across different devices and simulators.

- APK used efficiently to compile and run the app in simulator.

- We provided excellent mobile devices inventory to help their applications tested.

- Web app version tested on different browsers.

- Servers recommended for development team, test team, and product team helped properly labelling and versioning of build on different server, it helped to track down issues on different versions of software.

- Automation achieved for more than 60% of the entire enterprise software.

- We also provided the client the database testing so that there should not be any data overlap or data missing issues in case of a change in database schemas.

- We generated and recorded the crash logs so that we could get closer to the bugs in short span of time.

- Functional Automation tests written for mobile applications using Appium.

Test Architecture

iOS Android Other

Testing Team

CLIENT BENEFITS

The client got more than benefits we promised. The product was delivered on time and within budget, and the client was fully satisfied with our proactive communication, international standard of delivery and effective documentation process.

The following key benefits that we added to our quality service during the test management:

- Savings of costs by 60% due to extensive use of automation tools.

- Pyroferus test team worked like a product partner with a strong belief in shared growth and exceeded quality expectations of the client.

- Rigorous testing on various platforms made the client assured of application's robust performance and helped maintain inventory of test resources without any difficulty.

- Our extensive experience in effective handling of outsourcing projects and providing independent testing services helped the client take care of their product at different stages smoothly without any botheration and remain focused on sales and strategic planning.

- On-time delivery and on-schedule reporting provided the client an edge in product's market introduction and saved their time.

- We worked when the development teams were off and provide them results when they begin their next session.

- Our expertise in mobile test automation and testing capacity provided the client guaranteed quality assurance.

- Our proficiency in performance engineering helped the client to get the best possible results for scalability, reliability, and sustainability.

Sample "QA – Weekly Report"