

EXPLORE

Less than USD 3000
can save you from 60 defects
or more in Production

Exploratory test sessions were delivered on-demand and on-line via the Fastest platform for a leading US retailer. The sessions were staffed with a mix of core and crowd testers and analytical reports were delivered in a scant week's time.

The morning after thanksgiving while most were waking to a rather lazy day after a sumptuous turkey feast, a conference room at one of the largest US retailers was buzzing with activity. Business and IT teams were all going over the reports on the issues one of their applications had faced the previous day. After sufficient deliberations and analysis, they agreed upon to ensure they go through a peaceful Christmas season. This also meant, they had barely a month before things get straight but with the application in production, complexity only increased further.

Applicability matters

Walking the tightrope with little time to Christmas and a high opportunity cost was not easy. There were still unanswered questions as the team walked out of the meeting room that morning. If there were issues reported on thanksgiving, how many more were yet to be discovered. How could a structured testing not capture these defects? How can I ramp up my capacity for a short duration within a short time? Will this impact the already scheduled testing of other applications?

Enter Fastest

Appraised of the new model and the potential benefits it brings to the specific situation at hand, the team was sure they made the right choice. Fifteen exploratory test sessions were ordered to be completed within five days to ensure there was sufficient time to fix and have them ready ahead of Christmas.



Back Stage

A line manager was assigned and capacity sourcing was next. The request was further analyzed to formulate the right mix of core and crowd testers. The capacity model helped globally source testers from both the bench float and shared core test factory lines.



Execution kicked off as planned and real-time milestone based updates were available for tracking on the platform. A pair of testers working 2 hour windows constituted one session and session based test reports were turned around at periodic intervals. At the end of fifth day, the reports summed up to over 200 detected defects of which 60 were new and valid found in production!



While there was still work to do to ensure the defects were fixed, the team gathered back in the room with a smile that a major milestone to identify defects have been completed within a short duration with the right expertise -detected defects of which 60 were new and valid found in production!

all for less than \$3000!



Request Summary

Service line: Exploratory
of Sessions: 15
Business Unit: Retail
Geography: US

Approach

On-demand delivery
Core + Crowd capacity
India, China

Results

Less than 5 days turn around
Session based test reports
60+ valid defects



About Fastest:

Cognizant's Catalog based testing ecosystem of choice that supports non-traditional as-a-service test delivery. Fastest offers crowd sourced test services, tools, cloud based device labs & test infrastructure flexibly packaged and priced by output. Exploratory sessions are available here, on-demand, in the catalog for a standard price. <https://fastest.cognizant.com>

About the customer:

A large US retailer and an office supply chain store, with over 2,000 stores worldwide in 26 countries.

About Exploratory Testing:

Fastest's Exploratory testing service offers a perfect blend of planned last mile and freestyle skilled testing. With minimal preparation time and a pay by the session approach this service acts as a safety net for all your applications, be it mobile or web apps. Add to that flexibility, pay-per-use mobile devices

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and approximately 140,500 employees as of March 31, 2012, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world.

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