

# FUNCTIONAL AND LINGUISTIC TESTING AT SCALE

## CASE STUDY



# THE CLIENT

- Our clients are leading software and tech companies, with global reputations to protect. They experience the pressure of consumers knowing their competitors are only two clicks away. Therefore, they need to safeguard customer experience to maintain a solid online reputation and drive social advocates and influencers.
- They have tight release schedules and regular updates and releases. Each release needs quality assurance of protecting their brand from costly bugs or performance issues, which could hamper their reputation and tarnish customer loyalty.

# THE CHALLENGE

Dependable

Weekly Releases

Cost Savings

Speed & Scalability

- Serving millions of users worldwide, our clients need to launch product updates on schedule and with utmost quality attention. With different software products being concurrently developed, they need to reliably scale the testing of new features to guarantee stability across their product range.
- With monthly, and even weekly release cycles, we needed to match the client's Agile Engineering methodology and the pressures that brings to the localization cycle.
- Significant savings on both labor and hardware can be required as quality testing is not a revenue driver but a value driver. Cost control must be strictly managed for the client's long-term success. Any cost reduction will directly and positively affect the client's gross margins.
- Speed and scalable testing are needed to ensure continuous quality and performance, without affecting the product release schedule. The client's team of quality engineers need to cost-effectively scale up to cover the staggering volumes of testing work efficiently.



# THE SOLUTION

## High quality and scalable functional and linguistic testing

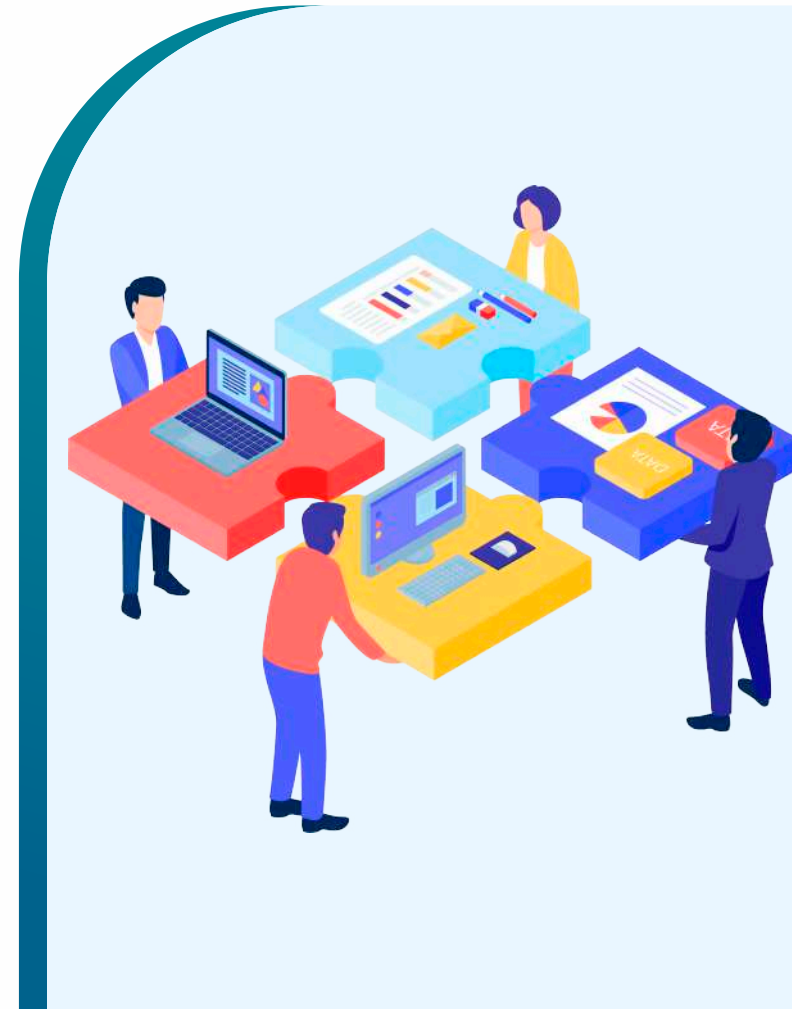
- Jonckers delivers scalability like no other. One client of Jonckers global translation and multimedia localization for the past 22 years, required us to hire and train 18 testers on one product - **within a week** - to ensure delivery from week one.
- As an agile vendor of linguistic and functional testing services, Jonckers continued to scale at unprecedented speed by adding 20-26 testers per week. **Within nine weeks Jonckers had 200+ fully trained testers** able to manage the full functional and linguistic testing requirements.
- With our follow-the-sun methodology, the US development team were able to **have their new coding checked through the night** to deliver optimal efficiency and no downtime. Jonckers deployed teams in different shifts, to ensure clear communication.
- Agility and quality are maintained every day by **running 10,000+ structured test cases, through 1,800 -2,000 hours of testing**. Without stringent planning and cost-forecasting, the client feels in control and we have no idle overhead.
- Jonckers also ensures data integrity as we download and freshly install each updated version, every day over our 1GB high-speed bandwidth.
- The QA team reported and tracked issues and maintained test cases and test plans, to make sure all basic functions in the new builds were good, free of any blocking/regression issues and other critical bugs. It also provided timely responses and proactive feedback to the client to improve the products.
- It is not only the human aspect of organizing and running these tests that count. Jonckers invested in 1,000 specific hardware pieces, each with a distinct set up.



# THE SOLUTION

## High quality and scalable functional and linguistic testing

- This allows Jonckers to test on all physical devices, there is not one device in simulated environments. This enhances the quality and feedback given to the client, as it is real data and experiences, not hypothetical. Jonckers can prevent more bugs and give more data than anticipated, such as how the product performs in different environments.
- Additionally, this hardware investment generated significant cost reductions versus traditional renting. Jonckers had a positive ROI within one year, and these cost savings were passed on to the client. Jonckers has device testing capability for all hardware devices including PC, laptop, tablets, and mobile phones running all varieties of operating systems.
- Furthermore, we were able to offer up to 50% cost saving through our custom-hiring, scalable recruiting, and training processes, with no idle downtime after the first three months.
- In conclusion, a strategic client has **saved 50% on labor costs, plus significant savings** within the first year on hardware.
- The **quality of testing has improved** due to the training of staff and the use of non-simulated hardware.
- **Communication has improved** due to the follow-the-sun methodology.
- **Customer satisfaction has increased through better performance, stability, and quality.** The Jonckers team are running 10,000+ test cases per day and have further capacity to scale up.
- The client's newly acquired QA expertise and capacity allowed it to optimize the development of its products and processes and mitigate risks, where tests and verifications are implemented more frequently and earlier in the software development life cycle.



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