

Case Study - Digital Supply Chain (QA)

Delivery Model

Managed Services (Remote)

Project Details

4 years to-date. On an average 1200 pages viewed every day.

Business Value Delivered

Completed test execution for over 200 websites on desktop and mobile.

Client was able to support 6 browsers instead of 2 earlier.

98% of the bugs raised were valid.

Efficient project management ensures a 40% reduction in cost for the client vis-à-vis their in-house team.

DesiCrew makes certain the client's guarantee to their customer - Commitment to Customer Service.

Achievements

DesiCrew becomes the client's Preferred Crew to execute their other projects which involve quick turn-around and non-negotiable quality.

Client requests DC to test their core-software products on a daily basis.

Client gives DesiCrew access to their internal bug tools and sandbox environments.

DesiCrew is asked to beta-test client's to-be-launched websites.

DesiCrew works with the client's international business unit to help them migrate to a new software platform.

Background

- The client is an American Multinational Mass Media Corporation who specialises in online digital distribution of content.
- The client was going through a complete website rebranding. They required a reliable testing partner who would perform extensive quality checks - Functional, Usability and Regression Testing - on their website, including their Core Paid Services.

DesiCrew's Solution

- DesiCrew's all women team takes complete ownership for recruitment, training and final delivery from day one. The Crew:
 - Researches and equips themselves with the required technology.
 - Develops and implements a methodical QA and training process.
 - Ups the productivity and quality quotient by using simple tools to validate and cross-check correctness of each ticket raised. This ensures almost nil discard of tickets.

Operational Advantage

- Option to scale up or down on two-weeks notice.
- Bio-metric based security system.
- Secure work stations to handle sensitive client data.