



(On-Demand)

Case Study

Key Features

- Easy to engage, real-world testing
- Cross-browser & OS compatibility
- Device compatibility
- Functional testing & usability reviews
- Fully managed, fixed price service
- Includes hosted Test Management tool
- On-demand access to Cloud Testers
- Regression testing & automation services
- Pay-as-you-go value for money

"With hundreds of thousands of items available online, it's critical that our site is not just fully functional but that our customers enjoy a positive user experience when making purchases. Centre4 Testing's on-demand Cloud Testers service is crucial in helping us understand and continually improve those user experiences across a huge number of internet devices and configurations."

Gordon Huxtable, RS Components



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RS Components needed to test a new service aimed at 1.5 million customers across the world, to be launched in 7 days time...

Background

Operating in over 160 countries worldwide, RS Components stocks over 500,000 electronics, electrical & mechanical components plus health & safety products and serves 1.5 million customers via 17 warehouses, despatching a staggering 40,000 parcels on same day delivery.

The Situation

RS Components was amongst the first in its sector to move away from conventional paper catalogues and implement online ordering, with customers increasingly wanting to place orders via smartphones and other mobile devices. With the pace of innovation increasing all the time, RS Components adopted Agile development techniques to develop and test new software quickly and robustly.

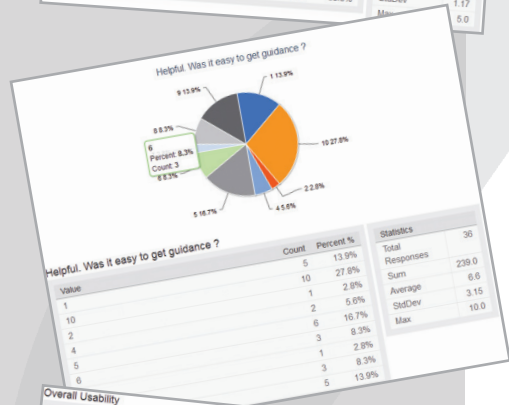
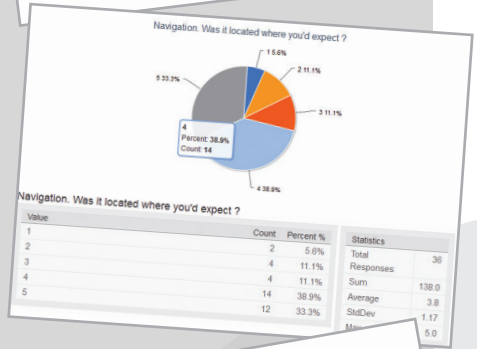
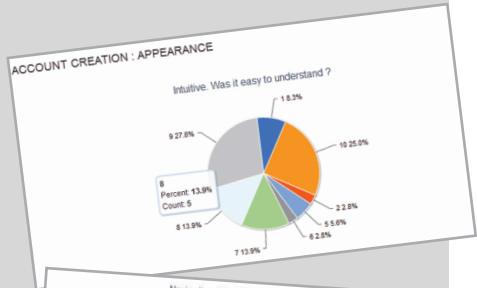
Before releasing a substantial web upgrade, the company sought a partner with usability testing expertise to evaluate their new service from a truly independent standpoint; testing the service through fresh eyes, without prior knowledge of the new Customer Journey or even of the eCommerce site itself. Centre4 Testing's team of Cloud Testers were given a 7 day mandate to capture, analyse and report on usability issues; the outcome of which would determine whether or not the new service would go-live on their planned launch date.

The Solution

At the core of Cloud Testers are 500 professional testers who have worked across a huge range of client projects, with a database of over 7,000 additional UK based testers to call upon. The result is that Centre4 Testing has crafted a solution that manages testing across the cloud and is available on-demand.

To start with, RS Components was able to state its requirements with the Cloud Testers easy-to-use online modelling tool; which is presented in a jargon-free, multiple choice format.

They specified the service be tested across 32 operating environments including multiple operating systems, browsers and devices. The flexibility of the Cloud Testers service also meant that RS Components could request exploratory testing with no pre-defined test journeys. A fixed price quotation was agreed and a team of 17 Cloud Testers immediately assembled.



Overall Usability

Question	Average Rank
Intuitive. Was it easy to understand ?	8.03
Confidence. Were you content with the functionality ?	8.17
Helpful. Was it easy to get guidance ?	7.08
Results/confirmation. Were they easy to understand ?	8.22

Devices tested:

PC, Mac, iPhone 3GS/4, iPad 1/2, Blackberry, Android Smartphones

Operating systems tested:

Windows 7 Home/7 Professional/XP/Vista, Mac OSX/Snow Leopard, Linux, iOS, Android, Blackberry

Browsers tested:

IE6/7/8/9, Safari, Chrome 10/11, Opera, Firefox

The dedicated Cloud Testers Project Manager ensured that the test environment was quickly established and that the user profiles were set-up for the Cloud Testers.

With projects managed via Centre4 Testing's cloud-based test management tool, clients can watch the recording of results in real-time as well as accessing these results at any time in the future. The output is highly graphical and the feature-rich dashboard is a leader in its field. If required, the Cloud Testers can produce automated scripts of the user journey to enable regression testing to be carried out easily, quickly and very cost effectively in the future.

Results

Pass rates were established for the usability scoring of each function of the User Journeys and the test report and analysis was delivered to RS Components with critical stop-go headline results. The report included granular detail captured at every step by the Cloud Testers. It provided a detailed analysis of both functional and usability issues, broken down into modular area including 'registration', 'search' and 'add to basket'.

“pass rates were established for the usability scoring of each function”

The report highlighted several issues to RS Components and played a key part in helping to manage the risks surrounding the site rollout. Overall, the service proved the functional usability of the site and gave RS Components the confidence and reassurance to launch the new service on schedule.

Cloud Testers has helped the company to understand and develop the user experience across a range of browser, operating system and device configurations, with data that is fed directly into the development roadmap. All of the test cases and user journeys are capable of being produced as scripts to provide the basis of an automated regression test pack.

Please contact us to discuss how Cloud Testers from Centre4 Testing can provide you with a cost-effective, on-demand solution that's easy for you to engage and gives you the confidence to release your applications early and often.

Other Services

- On-Site
 - UK's leading supplier of testers
 - Over 500 testers engaged
- On-Track Consultancy
 - Test Strategy
 - Test Automation
- Vendor Management
 - Test supplier selection & management

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Centre4 Testing
 Testers as a Service