



TRAVEL AND HOSPITALITY

DIGITAL ASSURANCE

# Dedicated QA Team, Centralized Deliverables

Helps support more  
frequent releases with  
greater quality



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OVERVIEW

# Our client is a mobile-focused ticketing platform that enables users to buy and sell tickets for live sports, concerts and theatre events.

Our client allows both mobile app and desktop users to browse events, view interactive colour-coded seat maps, complete purchases, and receive electronic or printed tickets.

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## CHALLENGES

- Fluctuating QA needs to adapt to the upstream development and content workflows
- Integration challenges across multiple business groups and different QA mechanisms
- Release times were high hence impacting Time to Market
- High frequency of updates (two to five updates per week)
- Looking for a partner to provide flexible and scalable engagement models and an end-to-end solution for QA services.

## SOLUTION

- **Leveraged our “Testing As a Service” model** to meet requirements and cater to needs from different business groups and agile sprints
- **Provided enhanced test coverage through different test types** such as functional, smoke, regression, scenario-based, compatibility testing and “User First” approach to testing
- **Accelerated application understanding** with exploratory testing
- **Set up a knowledge management system** to enable quick ramp, the optimized learning curve
- **Created a seamless communication channel** with the developers to optimize the defect management

## RESULTS



**60%**

Improvement in software delivery velocity



**50%**

Improvement in early defect detection



Minimal defect leakage to production, which resulted in higher end-user satisfaction



**25%**

Improvement in time to market

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