



E-COMMERCE

DIGITAL ASSURANCE

Becoming the Quality Assurance Partner

for leading open-source e-commerce platform



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OVERVIEW

Our client, is a customizable, open-source e-commerce plugin for WordPress designed for small to large-sized online merchants using WordPress.

“GlobalStep serves as an extension to our Quality team, testing our products weekly. They take the time to learn our products deeply and deliver excellent results consistently.”

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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



Test Coverage

Increased dramatically to build confidence in product launches



Defect Lead

Drove massive reduction in defect leaks and invalid defects



Valued QA Partner

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