



TRAVEL AND HOSPITALITY

DIGITAL ASSURANCE

# Dedicated QA Team, Centralized Deliverables

Helps support more  
frequent releases with  
greater quality

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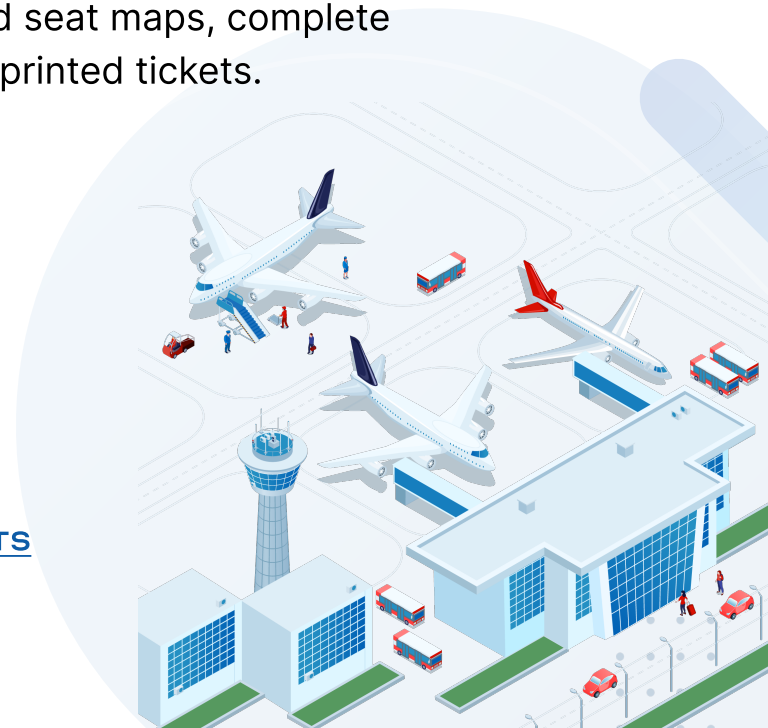
## OVERVIEW

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

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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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