

Quardev Case Study: Education Software Solution

Educational Software Testing

Overview

In the education field, Quardev's experience includes work that spans early learning and edutainment, to K-12 and collegiate scholastic studies, to professional vocational and technical training. We understand the mechanics and nuances of delivering content while managing security issues and can quickly expose areas of high risk within an application.

Challenge

A top developer of professional courseware needed to augment their existing test team to supplement their internal skill set and headcount. Additionally, they needed a more diverse selection of machines for testing, including legacy computers. While simultaneously expanding their department internally, our client counted on a dedicated team from Quardev for consultation on processes, test-lab set-up, and machine isolation.

Solution

Quardev integrated with our client seamlessly, creating a balance between their in-house testing team and their need for outside expertise and test evaluation. Quardev maintained a dedicated team, which included a test lead along with three test engineers, to support the client's testing needs. The team size was flexible, depending on the testing needs and grew as large as 10 when needed. In many cases, our client was able to

hand over entire areas of their application suite to Quardev and relied on us to be the experts on specific components as a true extension of their internal QA department. Quardev worked with this client for several years to successfully launch a large suite of applications and integrated learning courses.

Technical Implementation

Quardev dedicated several servers and dozens of workstation computers in order to replicate end-user environments. Many of the courses are lab based and require students to work in pairs while accessing course content. Quardev researched and successfully recreated many different classroom and distance learning environments for use throughout the project.

Results

Our client relied on Quardev as the standard bearer for the quality of their final deliverables. It was our job to set the quality bar and ensure that final releases met these standards. This client has enjoyed hundreds of successful product launches with minimal need for helpdesk inquiry or interim patch releases, all of which helped them save money and focus their efforts on designing and implementing future releases rather than fixing and reengineering the old.

K-12 and College Level Courseware

Challenge

A recognized premier publisher of educational materials and software for the K-12 and college arenas needed a test team to take a combined exploratory and structured approach to functionality and system compatibility testing on a high profile product. This version of the product was a redesign of a previous release and had been updated for a variety of standalone and network environments ranging from Windows XP to Novell Netware.

Solution

Through its risk-based exploratory testing approach, combined with structured testing techniques, Quardev quickly identified the most important issues with the product's quality and worked directly with the client to isolate and

resolve them. Additionally, at the client's request, Quardev went beyond its original scope for the project and performed testing specifically to troubleshoot issues with the network installation documents, and then produced document updates with corrected and complete installation steps to be included with the release. This portion of the QA effort combined testing and technical writing in a single solution.

Results

Our Client was able to release their product with much-improved overall quality and reliable network documentation, and without the major issues that were identified and resolved with the Quardev test team's expert performance.

Professional Courseware

Challenge

One of the world's largest software companies has an internal group that provides training and courseware for the company's newest software releases aimed at maintaining the proficiency and competency of their partners. This group needed a reliable software testing solution separate from the development solutions used to create the courseware produced and looked to Quardev to provide the software testing expertise needed to ensure the release of high level training materials.

Solution:

In this ongoing project, Quardev provides outsourced compatibility testing, content and functionality testing, as well as technical and project management feedback during the

development and implementation phases of courseware creation. Quardev maintains a team of test engineers dedicated to providing the testing solutions needed, while maintaining the flexibility to quickly ramp up support during times of heavy courseware development.

Results

The competency and efficiency of partners is of paramount importance to our client. Their key initiative is to ensure technically accurate, efficient, and comprehensive training solutions to address the needs of their partners. Due to Quardev's efforts, this group has been able to consistently release high quality courseware solutions on a number of different media platforms.