QATestLab
quality is a rule

7 Issues

in Software Development and Business You Can Solve with Independent Testing

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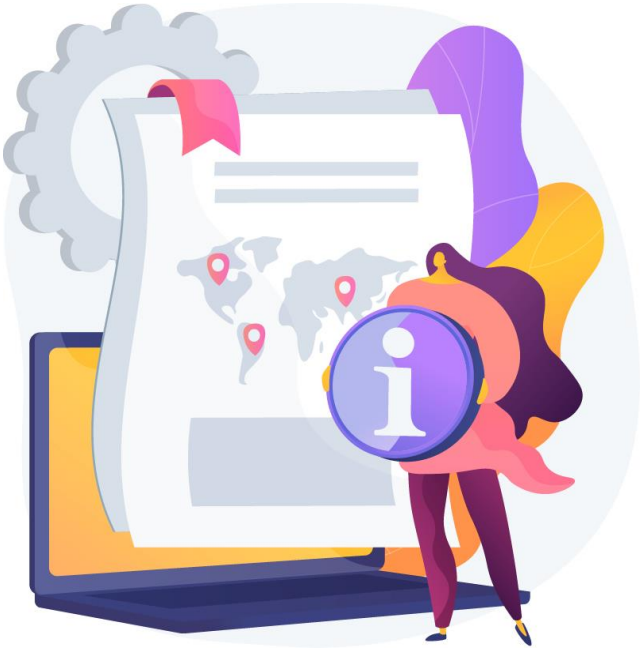

Introduction

Tight deadlines, lack of resources, striving to get more positive reviews of your solution - these and many other challenges can be encountered in software development and distribution. And with many of them, independent testing can lend a hand.

In this paper, we address 7 of the most common issues in software development and business and describe the ways to solve them with the help of independent testing. We hope that this information will be useful for you in dealing with any future challenges.

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Issue 1:
Tight Deadlines During Software Development

Tight deadlines are a very widespread work-related issue. No matter the field, dealing with them can be really challenging.

In software development, tight deadlines can be caused by a number of reasons:

- The product needs to be released as early as possible.
- The product requires frequent updates because
  - it is dynamic by its nature
  - its functionality is expanding
  - it is at the early stages of its existence and hasn't achieved stability yet.
- The team needs to work on several solutions or projects at the same time; the workload increases, but the deadlines stay the same.
- The deadline is moved to an earlier date because of some unpredictable circumstances, etc.

There are many efficient ways to address the challenge of tight deadlines. One of them is to use the assistance independent testing can offer.

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How independent testing can help

As QA is part of the development process, spending less time on it can help to meet tight deadlines.

This is where independent testing can lend a hand:

- Independent testing vendors can provide you with **more QA engineers** to complete all the testing tasks faster.

  The larger number of people work on a testing assignment, the quicker it is completed, thus saving time to easier meet the deadline.

  > The QATestLab team, for example, has often assisted companies to close a 40-hour assignment in just around 2 days.

- An independent testing team can **completely take on all the testing responsibilities** in the project to free up your team's time for development.

  With all the QA tasks being done by an independent testing vendor, your developers and other team members can focus all of their efforts and dedicate all the time to developing the product and releasing it in time.

- Independent QA will help you to make **sure the quality of testing is not compromised** even if it needs to be completed faster than expected.

  Sometimes development might take longer than expected, which leaves less time for testing. If that happens, the assistance of independent QA can ensure thorough testing, while still meeting the deadlines.

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Issue 2:
Negative Reviews of a Product

Today, reviews play a major role in a product's success.

Most people check reviews before committing to buying or even using a solution. On the other hand, a single bug that has a noticeable influence on the users' experience in an application can quickly drop its ratings and lead to multiple negative reviews. This can happen even with an otherwise perfectly fine product.

How independent testing can help

There are 2 major scenarios when dealing with negative reviews of a product:
(1) preventing negative reviews from appearing and
(2) fixing the situation when there are already multiple negative reviews. Independent testing can help in both scenarios.

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SCENARIO 1

Preventing negative reviews from appearing in the first place

Thorough testing of a product before its release will help to avoid many negative reviews from the start. Comprehensive QA will find all the major bugs and defects that can affect user experience and lead to dissatisfaction with the solution. These issues then can be fixed, and, once the product is released, it will be of a truly high quality. People will have no reason to leave many negative reviews. On the contrary, the product will be praised and will receive high ratings.

SCENARIO 2

Fixing the situation when there are already multiple negative reviews

Another scenario is that a solution has already been released and received some negative reviews, ratings, and feedback because of bugs. In this case, independent testing can uncover the bugs and defects that led to the negative reviews. It can also help to identify the possible cause of the issue. This way the bugs can be fixed, and after that more and more positive reviews of the product will appear. So, the solution's ratings will rise and its reputation will be improved.

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In QATestLab's practice, there were many cases like this. For example, our team once tested an app that had 2 stars on Google Play Store. After we had found multiple bugs, and they'd been fixed, the app's rating soon rose to 4.2 stars.

Additionally, experienced QA engineers from independent testing teams can also provide recommendations on how to improve an application to contribute to a better user experience. They can do it based on the knowledge and insight they got from working on the QA of other similar products, which allows such QA engineers to understand what the end users expect from a solution. Following the testers' recommendations will make an app more convenient further improving its ratings.

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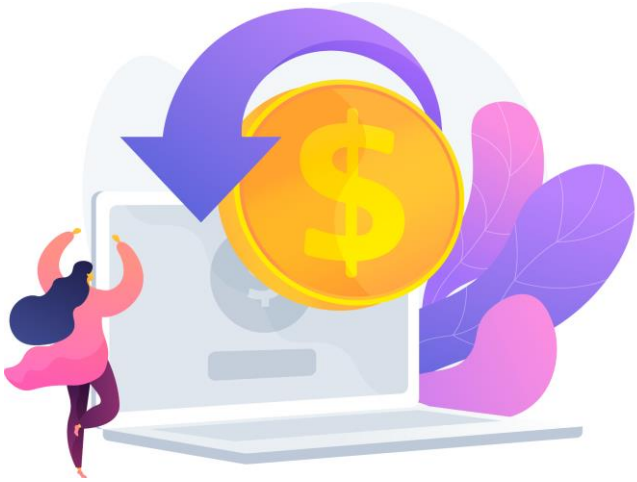

Issue 3:
Limited Budget for Software Development

During the development phase, a company may face an issue of a limited budget. In such situations, testing often becomes the one part of development that may be overlooked. However, we would like to prove that independent testing and focusing on testing more will actually help to optimize the budget and save the money.

How independent testing can help

> The earlier the bugs are discovered during development, the less money is spent on fixing them.

If bugs make it to the released product, they will cause greater financial and reputational losses than if they are fixed before the release. Fixing bugs earlier - rather than later - during the development process is also easier and cheaper as the product is less complex at that stage, and correcting the defects will affect less functionality.

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> With independent testing, you can save on recruiting, onboarding, and maintaining the required QA experts in your in-house team.

Also, this is a way to avoid some of the additional expenditures on the internal testers' social package, professional growth, and so on. Instead, with independent testing, you quickly and easily get experienced QA engineers with the required skills and pay only for the actual time they spend on testing your product. This way independent testing ensures that there are no extra expenditures.

> Independent testing allows to save on testing infrastructure.

With independent testing, you can use your QA vendor's testing infrastructure with no extra payment. That includes real testing devices and paid tools for testing. As independent QA companies specialize in testing, they would often have an extensive testing infrastructure. So you get access to a large quality infrastructure without paying anything extra for acquiring or maintaining it.

> If developers are performing QA in your project, you can save by hiring testers for it because developers' working time costs more.

Developers' hourly rates are higher than those of QA engineers. So if developers are spending time on testing instead of development, it is less financially efficient than if testers are performing all the QA. In such a situation, an independent testing vendor conducting all the testing, while developers focus solely on development is a good way to optimize your budget.

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> With independent testing, you can choose a cooperation model that will be most financially efficient and suitable for your project.

QATestLab, for example, offers 3 cooperation models, each of which allows you to save money in different situations:

With our **FIXED PRICE** model, you can get a precise estimate of the fixed sum to be paid for testing in total. This allows to accurately plan a company's budget.

With the **TIME AND MATERIAL** model, you get maximum flexibility with paying only for what has been tested based on hourly rates.

The **DEDICATED TEAM** model is the most financially efficient solution if you are looking for testers who will work exclusively on your project for an extended period of time. Monthly rates with a discount are applied in this model, which allows you to save in the long term.

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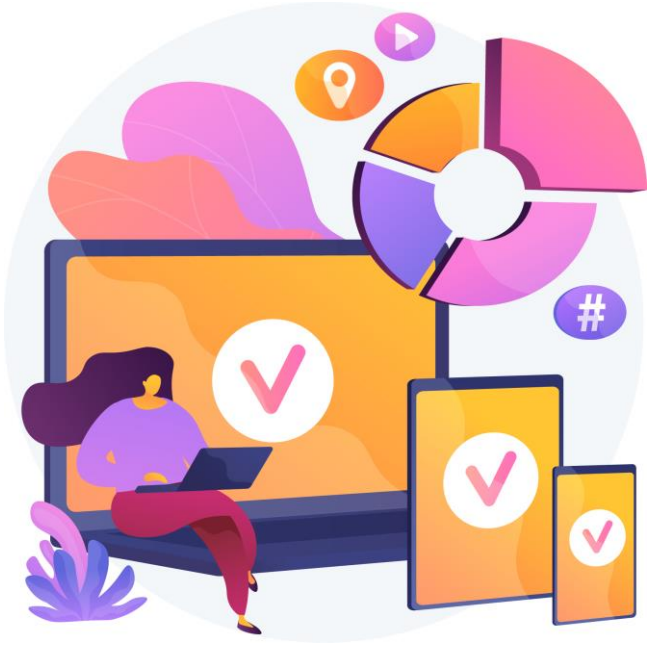

Issue 4:
Product not Working Correctly on Certain Devices

As the variety of mobile devices with different characteristics nowadays is so great, a product can work perfectly on some mobile phones and tablets but malfunction on others. This becomes a issue when your target audience uses the devices on which the solution does not work correctly. This is why testing an application on all the devices the target audience is likely to use is very important.

But getting a sufficient number of testing devices might be challenging. Moreover, keeping, maintaining, and updating all of them just for testing may not seem reasonable.

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So many companies resort to testing just on **emulators and simulators.**

However, as a virtual substitute for a real device, this type of an environment has its **downsides** for QA:

- False test results and false positives are possible.
- You cannot understand how the app will act in the real world environment.
- You cannot simulate certain functionality (GPS, camera, low battery, gestures, interruptions, different configuration settings, interoperability, etc.).

So using real devices is advisable at least at the later stages of testing.

When a company does not have real testing devices and doesn't want to acquire them, a good solution can be independent testing.

How independent testing can help

Independent testing vendors will utilize their own extensive infrastructure of real testing devices to test your app, and you don't need to increase your expenses for it.

QATestLab, for example, has a pool of **more than 350 real testing devices**, including mobile phones and tablets of various brands, models, operating systems, versions, and characteristics. Essentially, we have most devices your end users are likely to use.

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Issue 5:
Difficulties Finding Experienced QA Engineers for the Product

With the current situation in the IT industry, experienced professionals are sought after more than ever. This is also very true for QA engineers of a high level with the required skills and expertise. You may have also faced the situation when you need a tester with a certain expertise and qualification, and it takes much time and effort to find such a specialist.

Besides the demand exceeding the offer in the market lately, another reason for such a situation is that there are countless areas, specific types of products, platforms, and functionality in which one may need testers to have expertise. But few individual testers can be this diverse.

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How independent testing can help

In the area of independent testing, QA vendors usually have **big teams of testers** who - because of the specifics of the independent testing business model - have experience of working with a large number of different types of projects and products from **various industries**.

These QA engineers are also of **different seniority levels**. So, independent testing can help you get the needed QA expert or experts with the required level, skills, and expertise fast.

It is especially important when you need to find a tester who **has worked on a product similar to yours** or has experience with a certain functionality, platform, or system. There is a higher chance that an independent testing vendor will have such an expert already available to start working on your project because of the extremely **diverse experience** QA members of an independent testing team can get.

With QATestLab, there is also an additional benefit.

Our testers start working on a project really fast. 30% of our projects begin within 24 hours after signing the documents. Our QA engineers are also ready to start working on your project at any stage of the Software Development Life Cycle.

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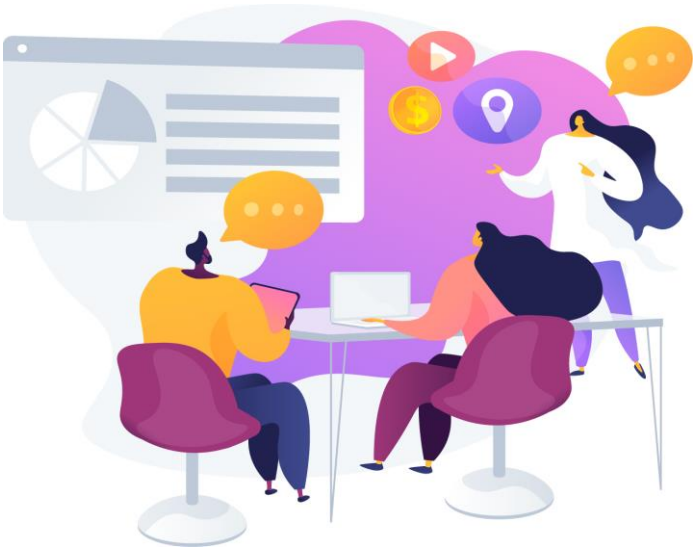

Issue 6:
Inefficient Testing Process That Doesn't Bring the Expected Quality Results

As with almost any process, efficiency in QA is key. But achieving it requires time and ongoing effort.

So companies which are just starting to implement testing into their practices might have difficulties fine-tuning all the processes at first.

And even when you have already had an in-house QA team for an extended period of time, there is always an opportunity to grow and further improve your testing processes within it. There is no ceiling to one's efficiency.

Of course, the more productive and optimized QA processes are, the better quality of a product for lesser cost they will help to achieve. And vice versa, when testing processes are inefficient, they are, in a way, wasting their own potential.

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How independent testing can help

As independent QA vendors have been in the testing industry for a long time, they are good candidates to help you fine-tune your own QA processes by providing guidance, advice, and leading by example.

With QATestLab, for instance, you can hire experienced **QA Team Leads and Project Managers** along with one or several testers to:

- help you manage not only the team of independent testers, but also your in-house QA team
- identify any bottlenecks you may have in your testing processes
- help you organize your testing processes, so that your QA is as efficient as possible
- learn the best practices of testing and get insights and tips from seasoned professionals.

One more way QATestLab can help you increase the efficiency of your testing processes is by **writing all the test documentation** for you and instructing you on that important part of QA.

With a well-organized comprehensive test documentation already in place, it will be easier to conduct efficient testing in the future.

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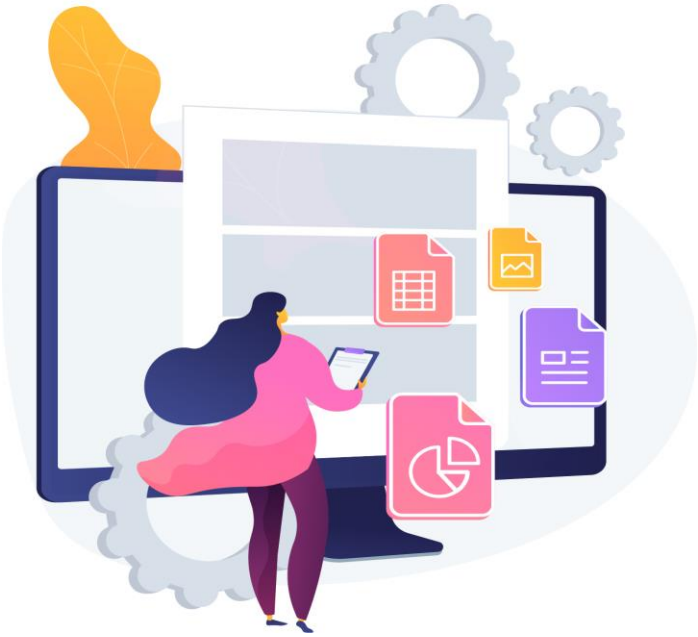

Issue 7:
Difficulties Maintaining All Information About the Product Because of a Lack of Documentation

In some cases, companies do not have extensive documentation describing their product and its specifics. In such situations, individual employees may hold all the important information about the solution. This creates a number of dangers:

- It's possible that the employee who had all the data about the product leaves the company. Then the **information** this person had **is lost** to the company or **is not conveyed** to other employees **in the full extent** as it was not written down anywhere.

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- It also creates **difficulties with onboarding**. New employees do not have easily available resources where they can find all the necessary information about the company's product. This means that their learning and adaptation process will become longer, more complicated, and confusing.

How independent testing can help

An independent QA vendor can create an extensive test documentation for you. It will not only describe the test plan, execution, and results in detail. In the process, it will also help with documenting the product's functionality through a coverage matrix.

Test documentation is essential for conducting a truly thorough QA that will discover all the major bugs that can affect the end users. But it also has many extra benefits:

The information from this test documentation can become a part of the knowledge base or FAQ section about your product.

The existing test documentation can be very helpful to other testers who would perform QA of your solution in the future, etc.

Comprehensive test documentation ensures that no data about the product is lost.

Test documentation can help new company employees get acquainted with the solution.

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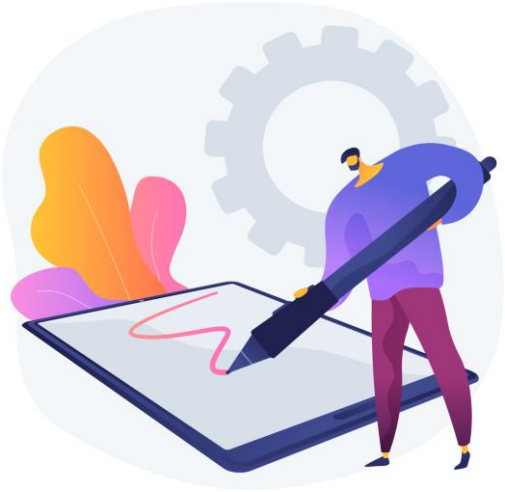

Conclusion

In this paper, we tried to address the most common challenges that can be encountered in the software development and distribution fields. Our goal was to describe the solutions to these issues independent testing can offer.

We identified 7 main issues a company can encounter during software development and distribution.

1. One of them is tight deadlines, which can be addressed by reducing the time for QA through hiring more testers from an independent testing vendor or completely delegating all the QA responsibilities to an independent testing team.

2. Another possible issue is negative reviews of a solution. An independent testing vendor can help by conducting a thorough QA of the product to find any major bugs which can cause such reviews.

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3 One more issue that exists in this field is a limited budget. You can solve it with the help of an independent testing vendor by saving on the QA part.

4 Another issue is if the solution doesn't work correctly on some devices. This issue can be addressed by testing the product on real devices with the help of an independent QA vendor.

5 Then, there can also be an issue of finding experienced QA engineers to test a certain solution. Independent testing can offer experts with the required skills and experience any time.

6 One more issue is the possible inefficiency of the testing process in a company. Independent testing vendors can assist you with organizing and improving all the testing processes through test management services.

7 Finally, there is a possibility that the information about the product could be completely or partially lost because of a lack of documentation about the solution. Independent testing can help by writing a comprehensive test documentation about the product.

We hope that the information in this paper was useful to you and will help you to efficiently deal with any possible challenges.

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About QATestLab

QATestLab is a leading independent software testing provider with more than 15 years of experience. It helps companies and product owners assess the quality of their software to ensure great customer experience and profitability.

With more than 250 QA engineers skilled in manual and automated testing, QATestLab can cover all the testing needs. We test, consult, and provide QA management services. Our test lab includes 350+ real devices for assessing the work of software in real environments.

QATestLab helps to verify the quality of software solutions by:

- Checking the work of the product's existing and added functionality
- Evaluating the performance of the solution
- Assessing the cross-device and cross-platform compatibility of the software
- Detecting security vulnerabilities
- Checking if the solution is user-friendly
- Testing APIs
- Performing and assisting with test automation, and more

Contact us to find out more about the benefits of collaboration with QATestLab and the ways of cooperation with us.

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